

# What Is Conflict?



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# Overview



- What is conflict?
- Cause of conflict
- Consequences of conflict
- Stages of conflict

# What Is Conflict?

## Conflict

People's opposing thoughts and feelings working against each other

# Causes of Conflict?



- Conflicting resources
- Conflicting styles

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- Conflicting resources
- Conflicting styles
- Conflicting perceptions
- Conflicting goals

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- Conflicting resources
- Conflicting styles
- Conflicting perceptions
- Conflicting goals
- Conflicting pressures
- Conflicting roles

# Causes of Conflict?



- Different personal values
- Unpredictable policies

# Consequences of Conflict

Miscommunication

Quality Problems

Missed Deadlines

Increased Stress

Reduced  
Collaboration



# The Conflict Curve

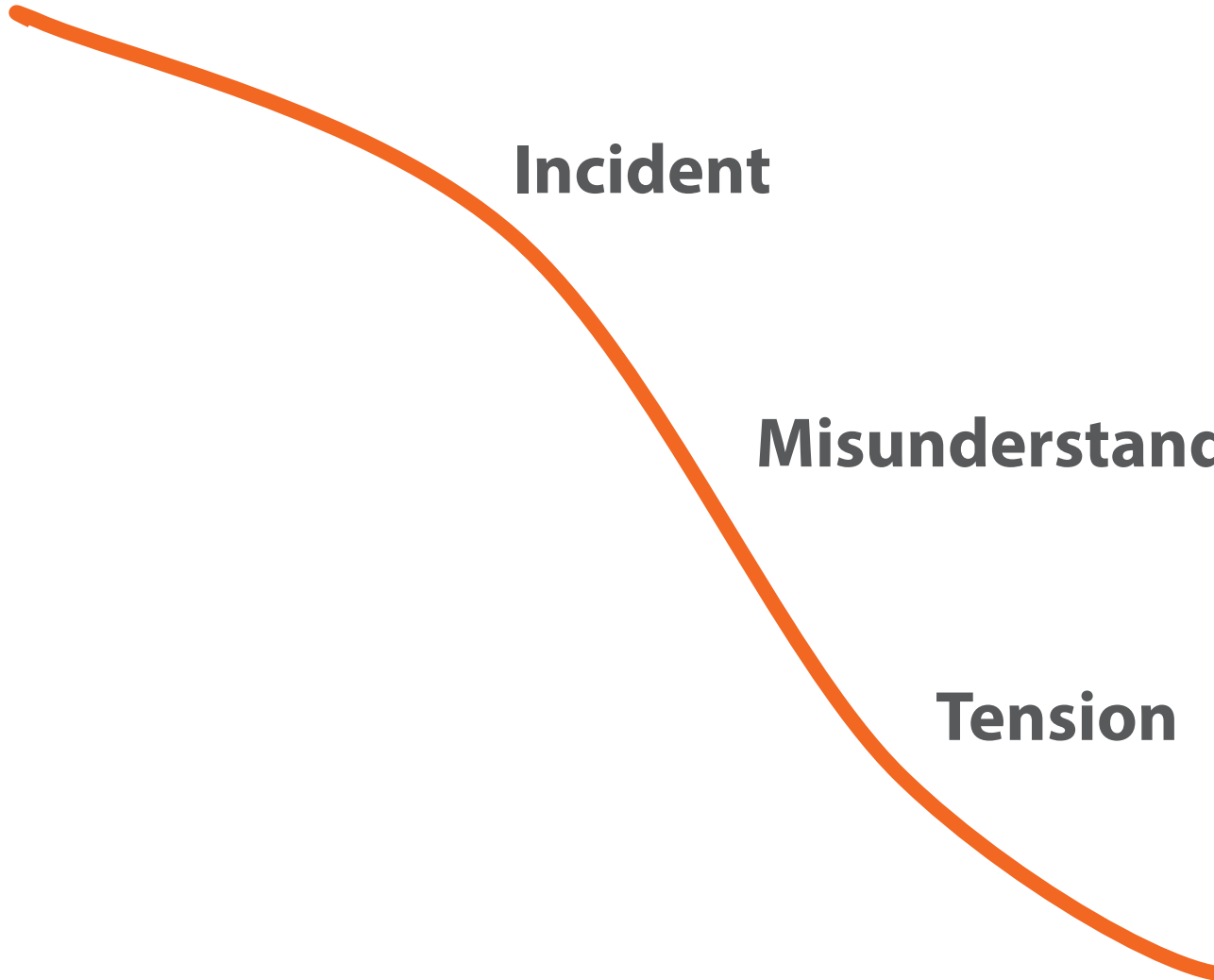
**Discomfort**

**Incident**

**Misunderstanding**

**Tension**

**Crisis**



“

Whatever your point of view is when  
going into a situation of potential conflict,  
it is only your interpretation of what's  
going on

”

“

Look for early clues to conflict. Stay alert, ready to act, if and when appropriate.

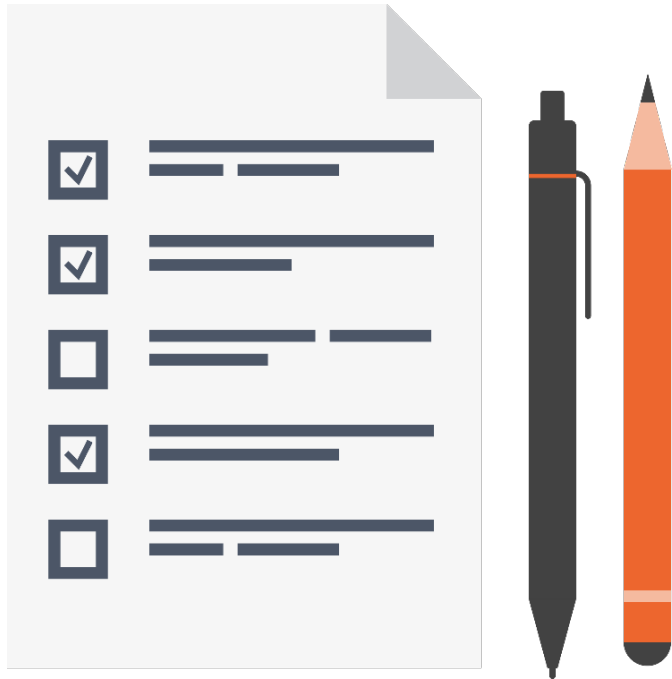
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# Module Summary



"Peoples opposing thoughts and feelings  
working against each other"

# Module Summary



- Causes of conflict
- Consequences of conflict
- Conflict curve