

Course Summary



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Conflict

People's opposing thoughts and feelings working against each other

Course Summary

Miscommunication

Quality Problems

Missed Deadlines

Increased Stress

Reduced
Collaboration

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Discomfort

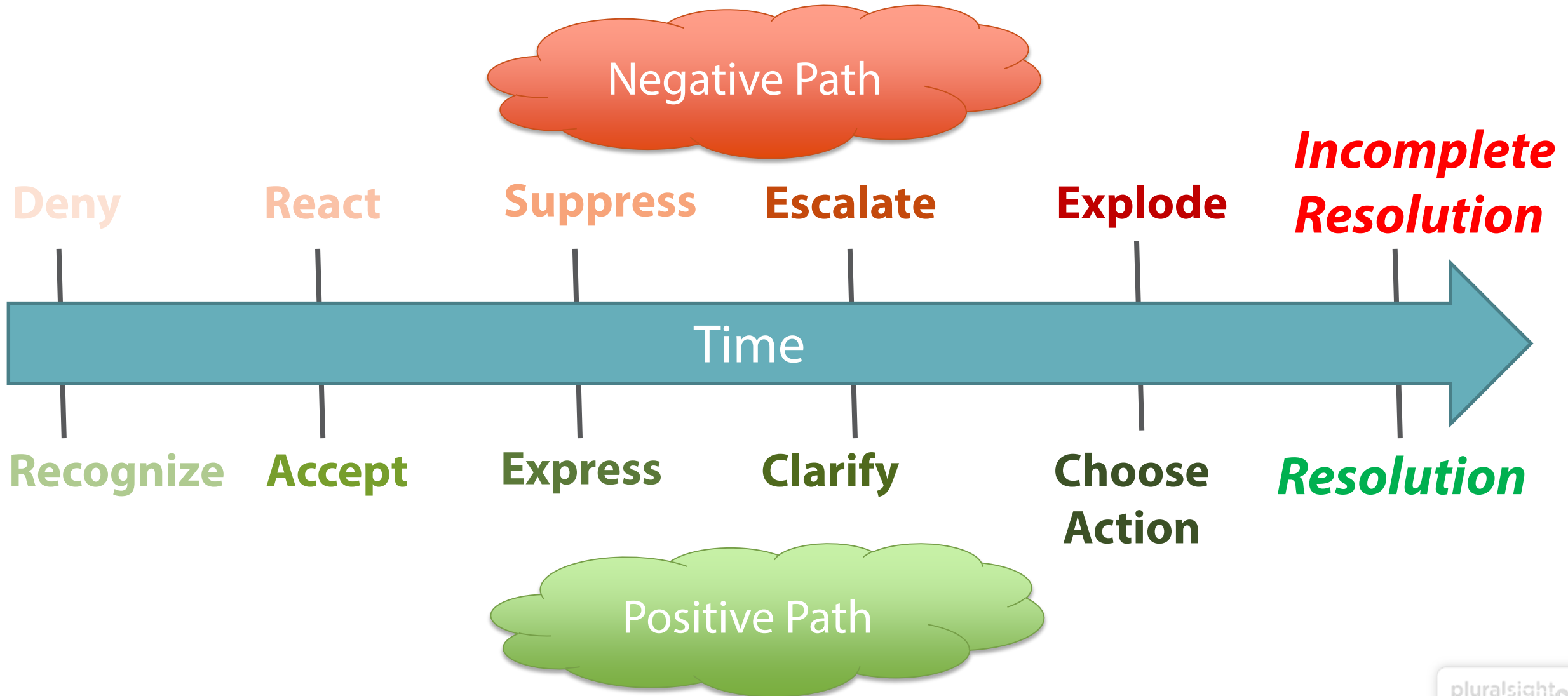
Incident

Misunderstanding

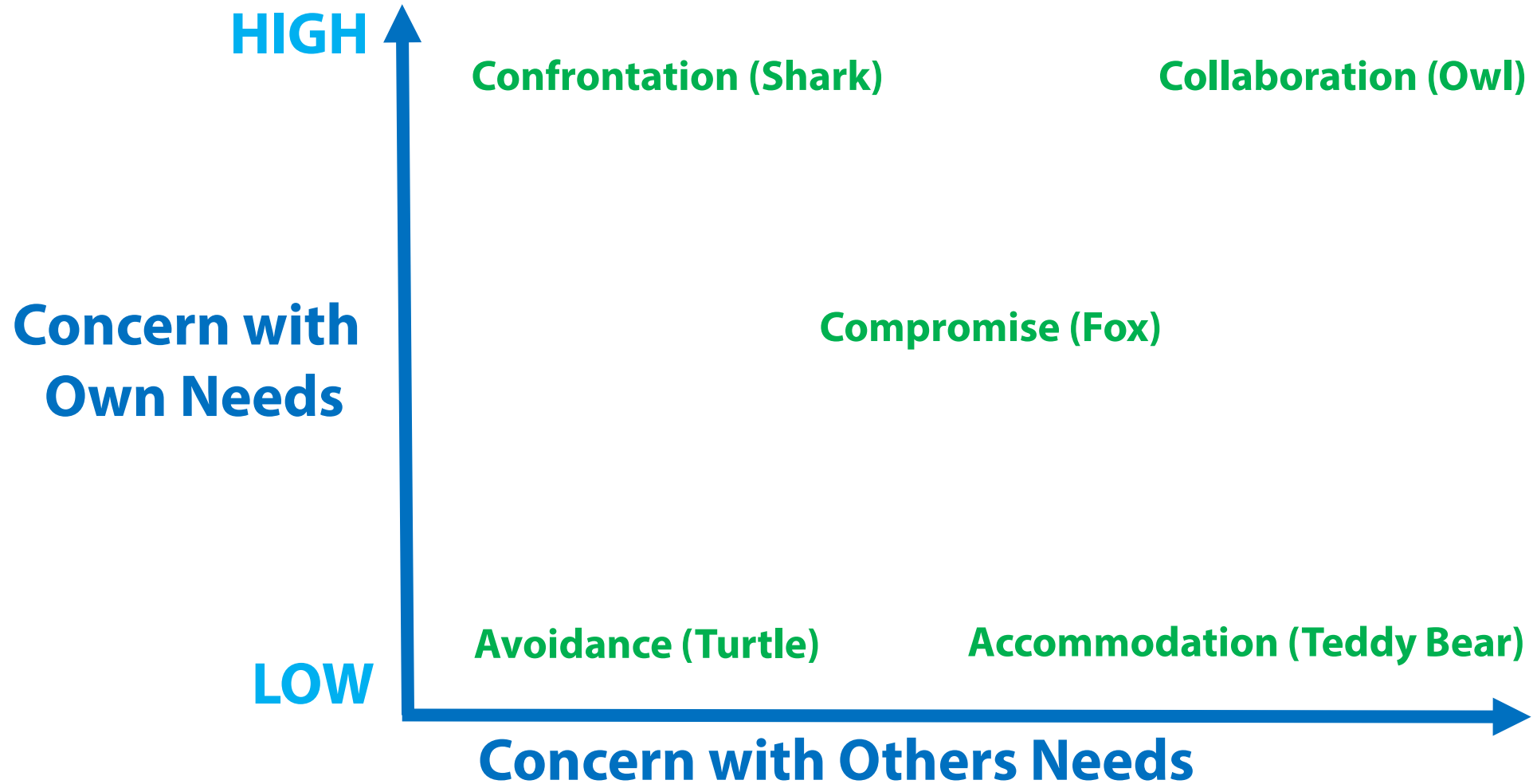
Tension

Crisis

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D

Describe

E

Express

S

Specify

C

Consequences

Course Summary

Assertive Behavior

Direct Aggressive Behavior

Indirect Aggressive Behavior

Passive / Submissive Behavior

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Conflict Resolution Tips

“

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.

”

“

Greet conflict in a positive way, be
ready to learn something new or
improve the relationship

”

“


Identify what level the conflict is at,
this will help us to choose an
appropriate strategy

”

“

It is our choice as to how we respond to
conflict


”



Effective listening requires concentration
and the use of your other senses

Not just hearing the words spoken





When we ask the question "Why?" it can
sound accusing

Instead ask "What's the reason?"



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