

# Manage Conflict

Team dynamics improve when there are practical frameworks to use in conflict situations. Adopt a process for moving towards conflict resolution by following these tried and tested steps. Distinguish between constructive & destructive conflict situations and practise techniques to manage emotions during disagreements. Apply a set of tools for de-escalating & effectively managing conflict including all aspects of the CARE model.

## Snapshot

Duration: 90 minute

## Learning Outcomes

- Distinguish between constructive & destructive conflict situations
- Practise techniques to manage emotions during disagreements
- Apply techniques for de-escalating & resolving conflict

## Course Outline

- Constructive vs Destructive Conflict
- The Five Conflict Styles
- The C.A.R.E Process for Conflict Resolution