



Manage Conflict

Manage Conflict

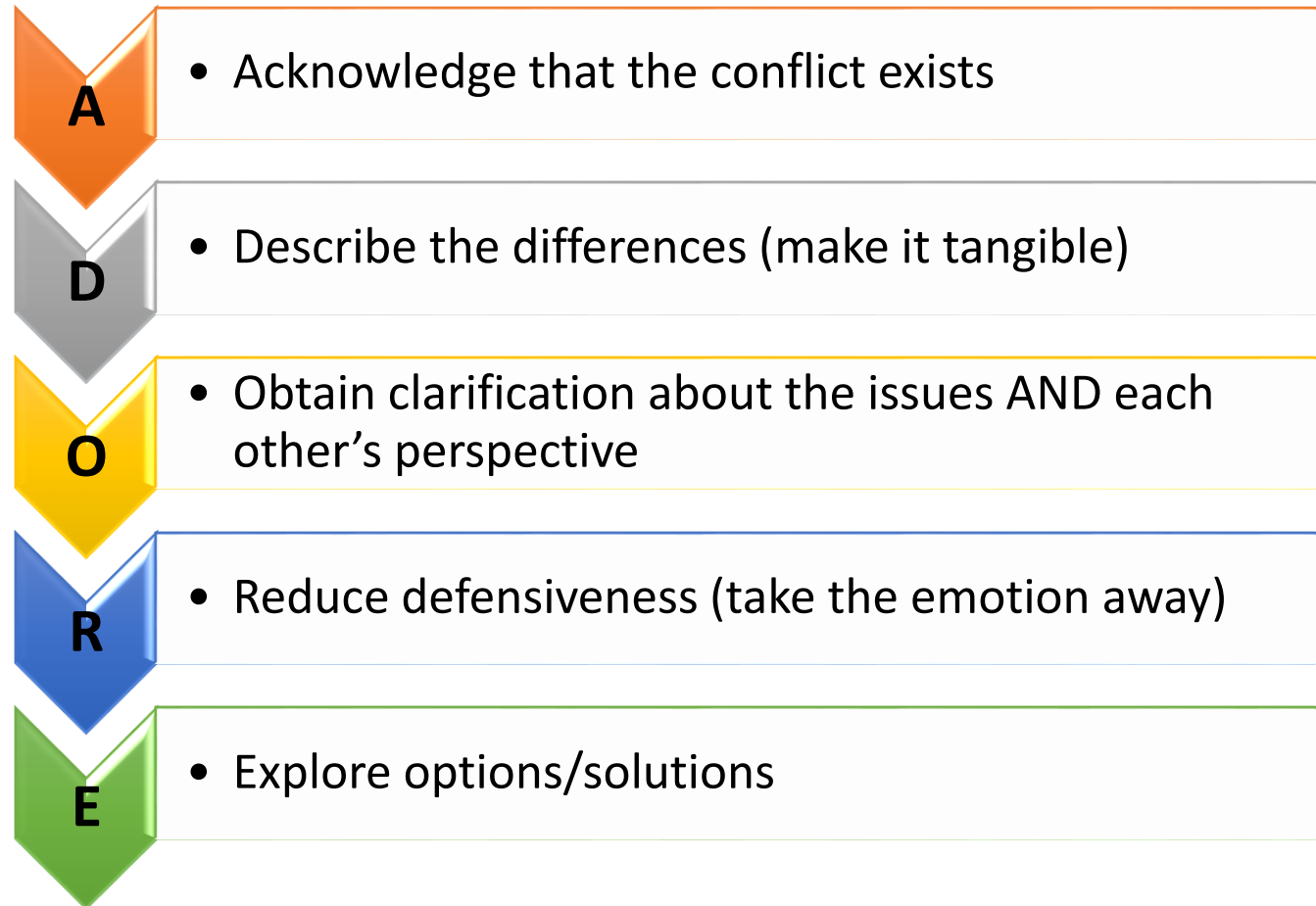
By the end of the Power Hour you will be able to:

- Identify the most common causes of conflict
- Describe a process for resolving conflict
- Explain the skills needed for effective conflict resolution.





Five Steps to Conflict Resolution: ADORE



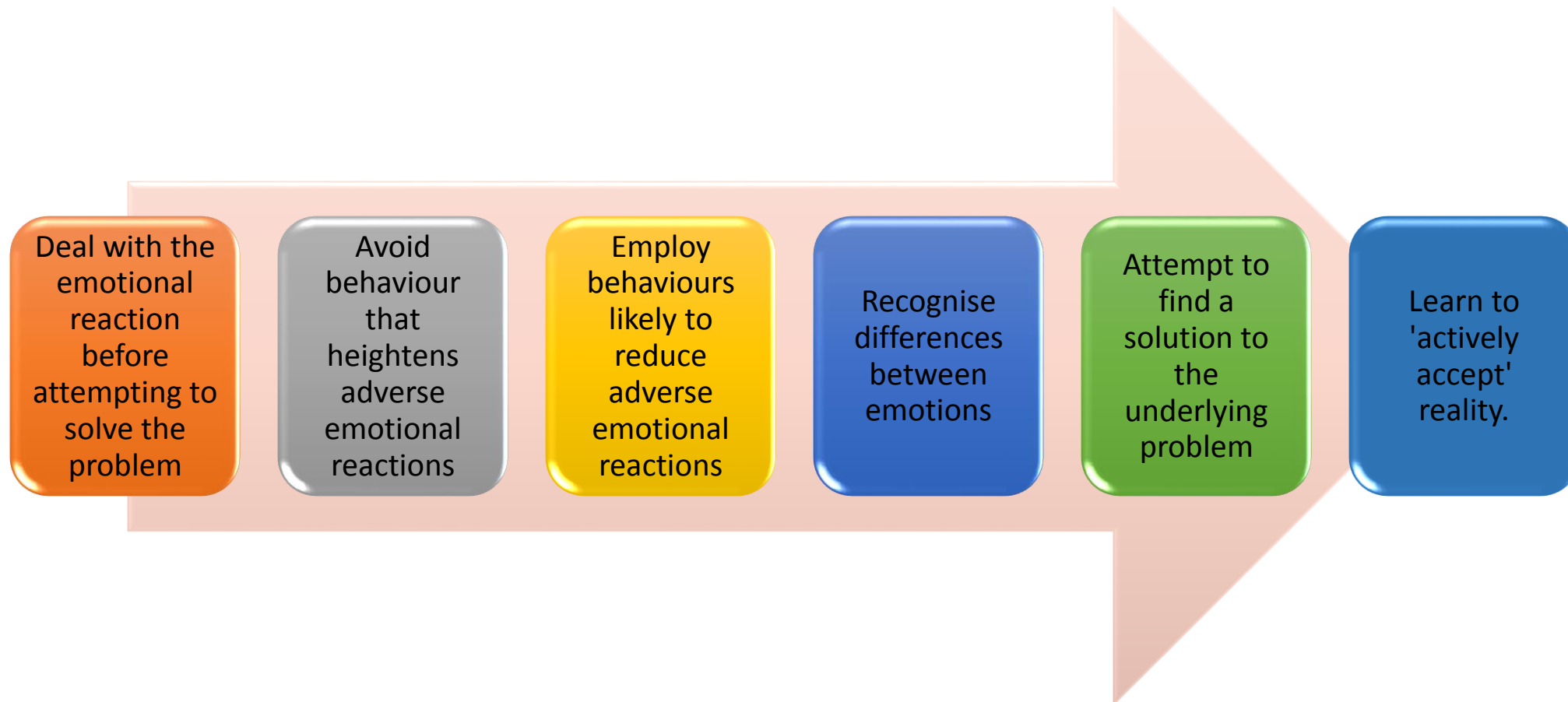
Resolving Conflict

1. Stop the immediate conflict (argument, etc.)



2. Find an acceptable solution

Conflict Resolution Skills



Make it Work at Work

What are you going
to **DO** as a result of
this Power Hour
Session?





Thank You
&
Good Luck