**TOPIC:** Conflict Management Handout

**OVERVIEW:** Understanding and using conflict Management Tools

**KEY CONCEPTS:** Understanding emotions, managing strong emotions, listening without being defensive, being assertive, respectful, and honest while displaying empathy .

1. Conflicts are normal occurrences for everyone.
2. They can be very disturbing and leads to bigger problems.
3. Conflicts provide a way for you to learn about yourself and others.
4. They can bring insight to underlying emotions and feelings that you were not aware of, but they are driving the conflict.
5. Personal and professional relationships can often suffer from unresolved arguments.
6. Ongoing conflict situations may stand in the way of completing goals, particularly in business relationships.
7. Comparing the advantages and disadvantages of avoiding or ignoring conflicts; and using bullying. passive aggressive or intimidation to respond to conflicts.

***Individual******Activity***

1. Think about the last conflict you were involved in; how did you feel as you tried to resolve it?
2. How might this conflict have turned out differently knowing what you know now?
3. Which of the skill learnt will you apply in your next encounter with a conflict situation.

**COMMITMENT**: With this new knowledge, how will you manage future conflicts in your home, workplace, or community?