

Conflict Management

Conflict is the result of people having differing needs, opinions, and expectations. The reality of conflict is that in any human relationship it is inevitable. More importantly, if handled well conflict provides a powerful avenue for significant growth and also leads to happy personal life.

Hence developing good conflict resolution techniques is very important and essential for Personal & professional career growth

- ✓ Sources of conflicts

- Conflict cycle

- o Conflict Management : U A H Theory
 - o Understand the conflict
 - o Avoid the causes
 - o Handle the conflicts

- ✓ Conflict management – strategies & styles

- ✓ Conflicts, constructive or destructive

- ✓ Conflict Resolution Exercises

- ✓ Feedback