**CONFLICT AND CONFLICT MANAGEMENT**

**Conflict is**:

A difference between two or more parties (actual or perceived) that is

generally characterized by tension, mistrust, poor communication,

and intense emotions.

Conflict causes people to feel confused and out of control of the situation –

**powerless**. People often feel misunderstood which causes them to lash out,

become defensive, and find it difficult to see another person’s perspective.

**Conflict management is:**

Utilizing a collaborative approach to resolve conflict

in a healthy way, everybody wins.

In a win-win environment people:

* Take responsibility for their part of the problem
* Work *with* another to discover solutions that can work for all involved
* Open up to new possibilities; they grow
* Become more confident about approaching conflict in the future

Conflict management can provide an opportunity to **empower** those involved to gain an understanding of each other and the situation. People become clearer, more confident, and feel understood which causes them to be more open and responsive to another’s situation and needs.

**EVERYONE *WINS*!**

* Increases satisfaction and productivity
* Gives everyone more energy and productive time
* Enhances retention and reduces turnover
* Preserves relationships
* Increases collaboration, teamwork, and creativity
* Improves attitudes and overall well-being
* Minimizes negative publicity

