

CONFLICT MANAGEMENT MAP

1. Calm
down and
keep
emotions in
check

2. Identify
the root of
conflict

7. Know
when to take
a time-out

6. Work
toward
a resolution

3. Recognize
both
sides and
listen

5. Use "I"
statements

4. Focus on
the problem,
not the
person



Sources

<https://sumographic.com/7-pro-conflict-management-tips-for-inexperienced-leaders/>
<https://www.therapistaid.com/therapy-worksheet/relationship-conflict-resolution/none/none>