

# Conflict is Inevitable

## How we handle it is our CHOICE

### 1. Conflict Arises

A disagreement due to an unmet need, value, or interest:

- one or more people feel angry
- one or more people find fault with each other
- one or more people behave in ways that cause a business problem



### 2. Conflict Reflexes

**Amygdala Hijack** - did you lose your cool?

**Power Plays** - hostile gestures/yelling

**Walk-Aways** - silent treatment /avoidance



### 4. Resolution Gesture

"I'm so sorry..."  
 "I see that I contributed to..."  
 "You are a competent and skilled professional."



### 3. Conflict Cycle



### 5. Inhibitory Reflex



"I understand"

"It's ok..."

### 6. Resolution Cycle

