

We solve conflicts productively



# What is a conflict?

- this is a confrontation, but manifested in a variety of forms;
- this is the lack of agreement between two or more parties;
- contradictions and disagreements that arise between people due to the discrepancy of their views, interests, attitudes, aspirations;
- this is a part of our life, so we need to learn how to solve them constructively;
- this is a situation of hidden or obvious confrontation between the parties.

- + Diagnostic function
- + Makes it possible to see hidden relationships
- + It can push you to reconsider, develop your views on the familiar
- + Development. Can contribute to cohesion



## positive CONFLICTS FUNCTION

negative



- Difficult relationship recovery
- Negative emotional experiences
- Deterioration of the quality of work

## WAYS TO RESOLVE CONFLICTS

1. The manifestation of empathy for the interlocutor.
2. Giving another person the opportunity to speak out.
3. Emphasizing commonality with another person (similarity of interests, opinions, unity of purpose, etc.)
4. In case of your wrongness – recognition of it.
5. Offer a concrete way out of the current situation.
6. Appeal to the facts (what exactly happened).
7. Providing information to another person confidently and calmly.

