Conflict at its heart is being in **opposition to partnership.**

When there is a difference of opinion the parties can choose to be:

**Constructive**

Positions shift

A solution is found

People grow as individuals

Further collaboration is facilitated

Cohesiveness is increased

**Destructive**

Positions are fixed

No resolution

Personal energy is diverted

Morale is damaged

The team is divided

**OR**

# Conflict at work

What type of conflict do you see most in the emergency department?

Do you have an ongoing conflict that you would like to do something about?

What “pushes your buttons” - what behaviours do you find irritating, annoying, frustrating, or make you angry?

Why do you think you get upset or angry?

Can you respond in a different way? Please explain:

|  |
| --- |
| **DEALING WITH CONFLICT** |
| *Use these simple questions to understand your position and facilitate constructive conflict management* |
| **What do you hope to achieve in the conversation?** |
|  |
| **What are your needs? What are their needs?** |
|  |
| **What are your non-negotiables?** |
|  |