Conflict Management
D’Etta Broam
Loretta G. Arnette
SC PTA
A Big Guy Took My Ball

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Begin With the End in Mind

Embrace Diversity

Build Relationships

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Reasons for Conflict

- Attitudes
- Personalities
- Needs
- Unmet Needs
- Perceptions
- Miscommunication
- Misunderstandings
- Expectations
- Experiences
- Life
- Broken Trust
- Values

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Plan for Conflict – Be Proactive

Plan Socials, Get to Know One Another, Learn Each Others’ Stories

Develop Values, Expectations and Norms for Your Unit

Discuss Conflict Resolution, Brainstorm Strategies and Reactions to Differences

Post Values, Expectations and Norms at Committee and Board Meetings, Re-visit as Needed

Model Desired Behaviors
Strategies to Manage Conflict

Conflict is Destructive When Unmanaged

Strategies
- Deep Breaths
- Active Listening
- Self-Care
- Self-Awareness
- Problem Solving
- Balance
- Appreciation
- Encouragement

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You Always Have the Power to Rewrite the Ending of the Story!