



CONFLICT IS WAR!

WORKBOOK

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Conflict is WAR!

Conflict and Confrontations Skills for HR Professionals



You must be _____
And _____.

Knowledge is Power.



My Important Notes



I believe: _____

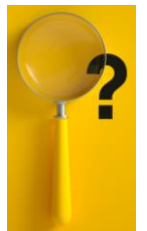
The group votes for: _____

Conflict Is:

1. Negative and destructive.
2. A good thing.
3. If left alone it goes away.
4. Must be resolved.



Let's Look Closer:



ALL...

NOT ALL...



3 Reasons We Choose To Confront



Technique:
Acknowledge _____



Negative Inquiry
Basic
Professional
Go Big!



Let _____!



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