



## ***What Is Conflict***

Conflict occurs naturally and can present an opportunity for growth and understanding. If ignored, conflict can be a destructive force. A “conflict continuum” will reflect your current response to conflict and conflict management tips will provide ideas for how to address conflict constructively. Topics covered include:

- 1 An introduction to the nature and role of conflict
- 2 Typical approaches to conflict
- 3 Tips for constructive conflict management