



# MANAGING CONFLICT





# MICHAEL QUIGLEY

## FOUNDER OF KATAHOLOS

*GROWING PEOPLE TO KNOW, TO DO AND TO  
BE THEIR BEST SELVES THROUGH A JOURNEY  
OF INTEGRITY, WHOLESOME RELATIONSHIPS  
AND LOVING KINDNESS.*



# TODAY WILL GIVE YOU:

1. Information on managing conflict
2. Thinking Tools for managing conflict
3. Practical Tools for managing conflict





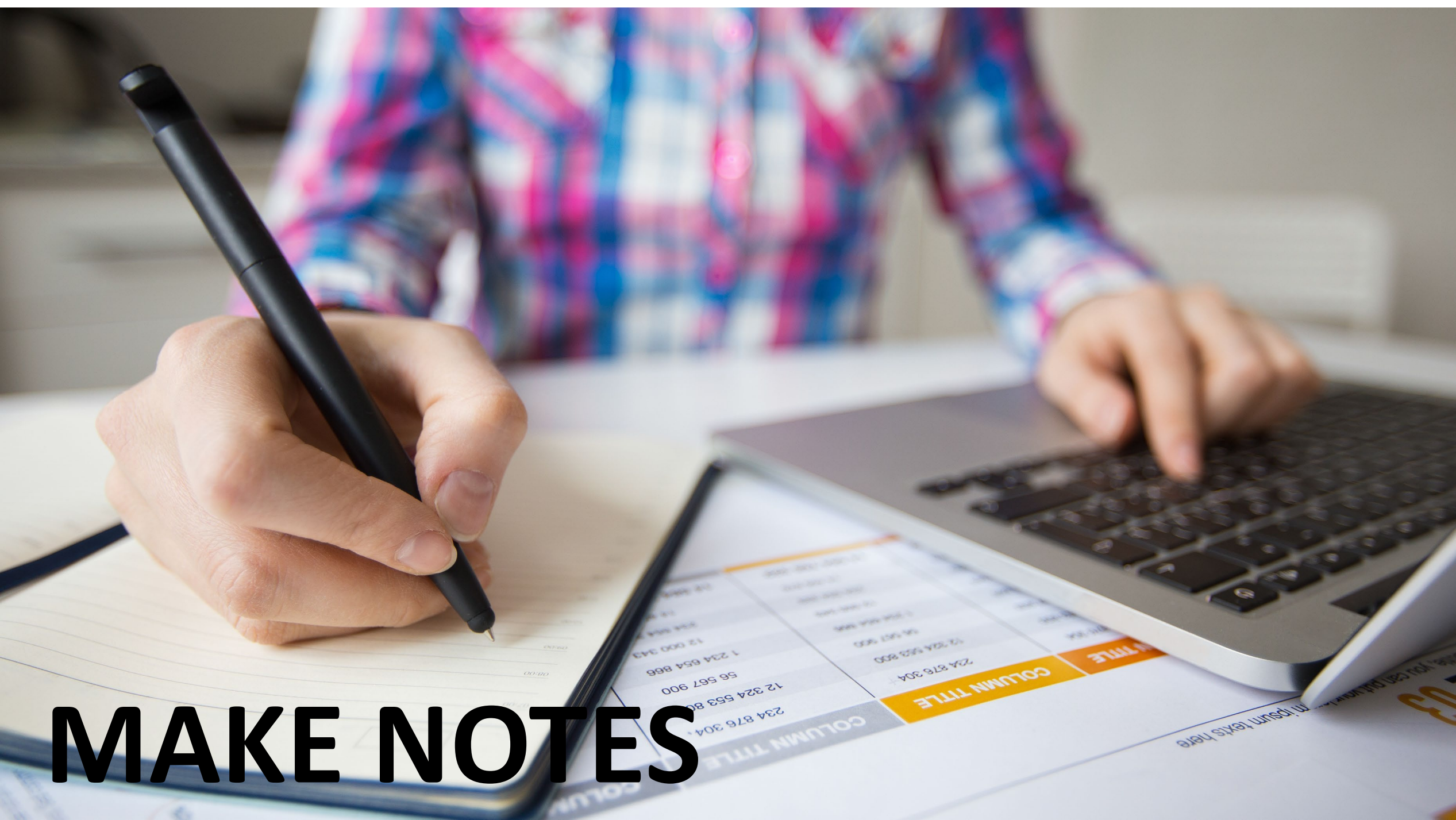
## KEY LEARNING OBJECTIVES

1. Learn 9 warnings signs of potential conflict
2. Learn 5 different approaches to managing conflict
3. Learn the 5-point negotiation model
4. Learn 4 key negotiation tools
5. Reflect on your own approach and choices

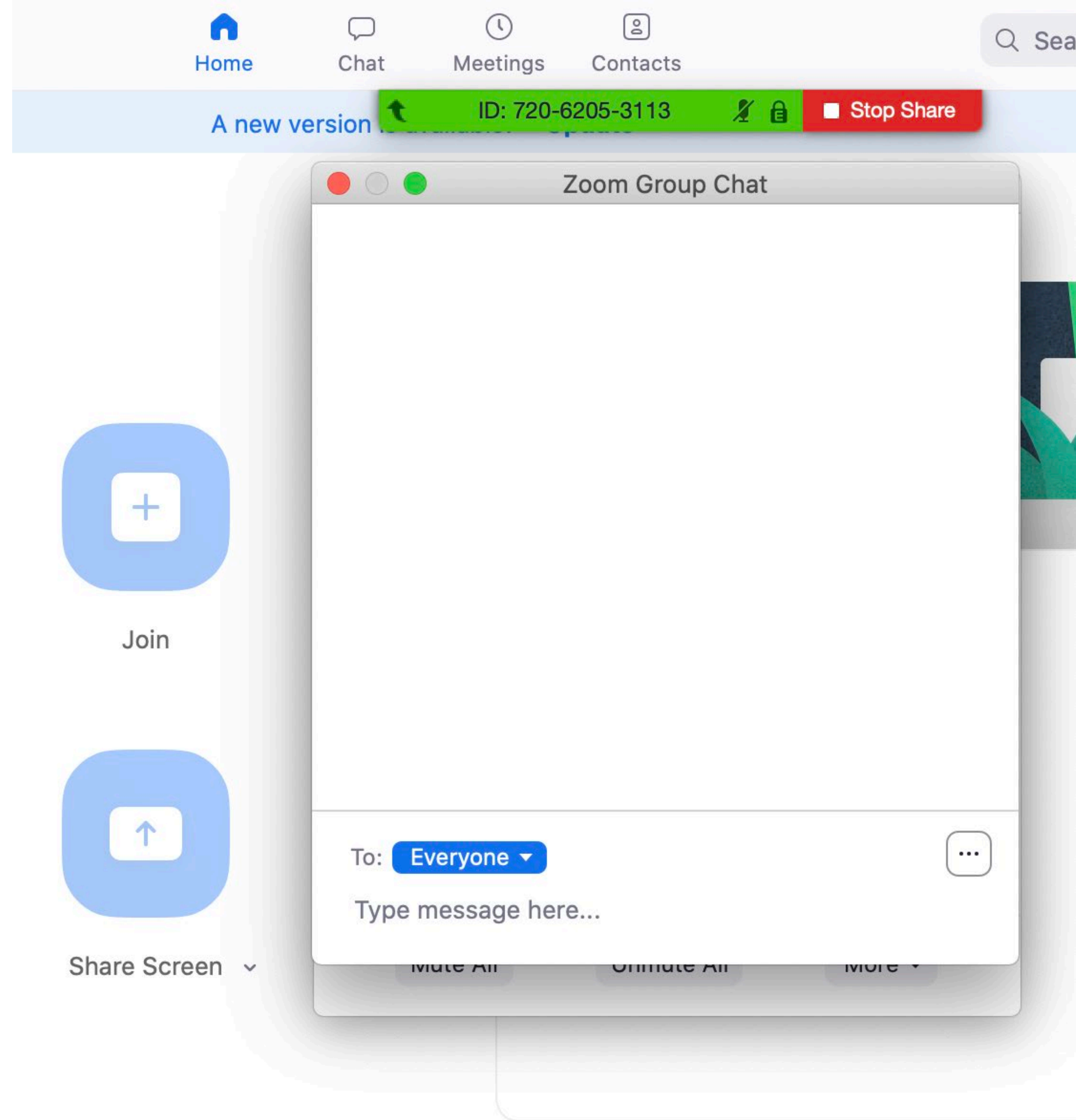




**WATCH**



**MAKE NOTES**



**USE THE CHAT BOX**





## 9 signs of potential conflict

1. Disagreements often
2. Poor meetings
3. Lack of trust
4. Anger
5. Productivity low
6. High turnover
7. Poor talk
8. Anxiety
9. cliques





# APPLICATION







**ANY  
QUESTIONS?**

