Identifying and Resolving Conflict:
helping residents learn the basics

Six (6) Steps to Managing Conflict

1. Seek to understand

2. Discuss face-to-face

3. Stick to the issues

4. Check your emotions & attitudes

5. Speak for yourself

6. Use time to mutual advantage



TKI (Thomas Kilmann Conflict Mode Instrument)
<https://workshopbank.com/conflict-resolution-strategies>

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If you have additional questions, feel free to contact us”
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