Identifying and Resolving Conflict:  
helping residents learn the basics

Six (6) Steps to Managing Conflict  
  
1. Seek to understand

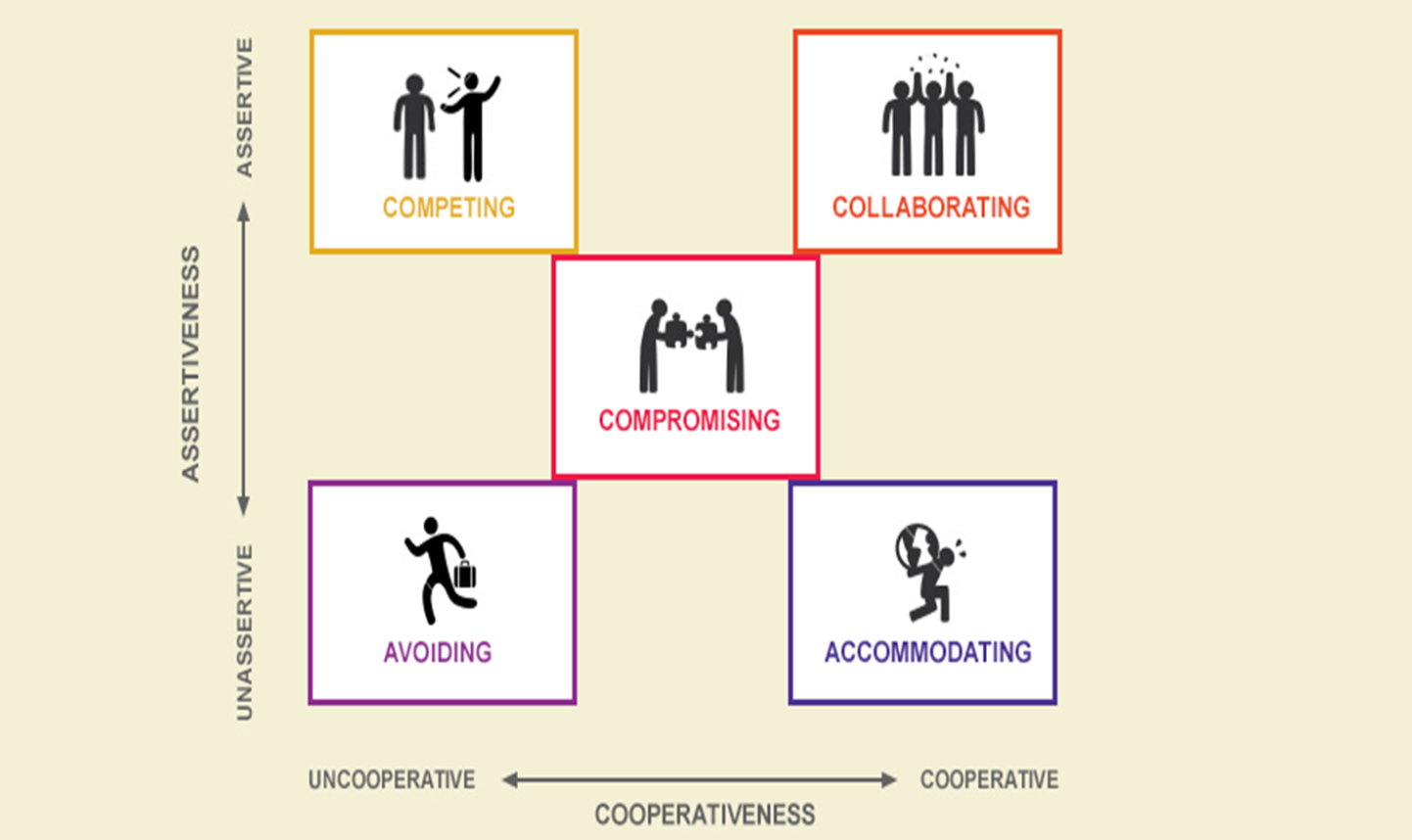
2. Discuss face-to-face

3. Stick to the issues

4. Check your emotions & attitudes

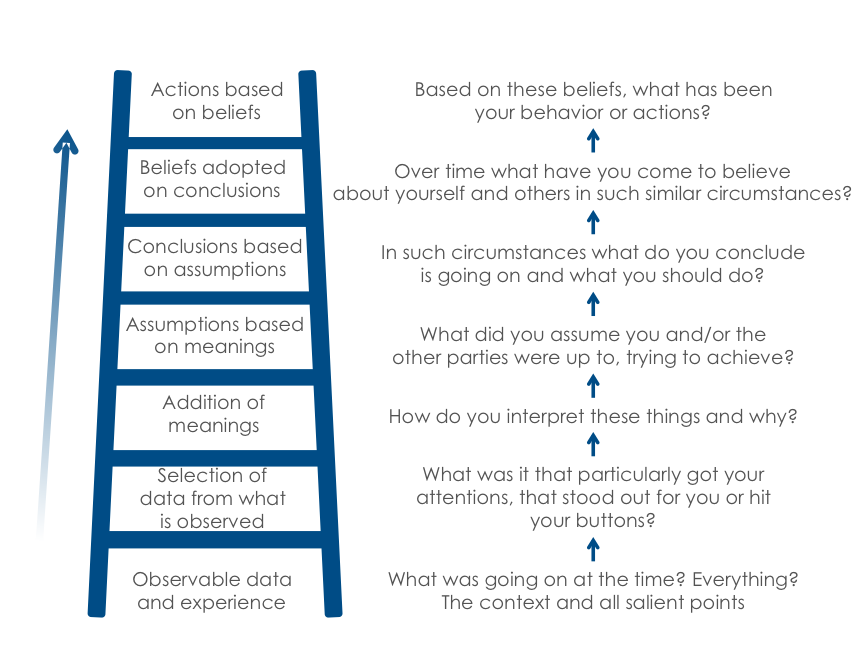
5. Speak for yourself

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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