



# Handling Conflicts

# Vocabulary

- **Communication**- the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.
- **Disagreement**- difference of opinion, dissent.
- **Aggression**- any offensive action, attack, or procedure; an inroad or encroachment.
- **Understanding**- Knowledge about a subject, situation etc. or about how something works.
- **Mediate**- to settle (disputes, strikes, etc.) as an intermediary between parties.
- **Occasional**- occurring or appearing at irregular or infrequent intervals.
- **Misunderstandings**- failure to understand correctly.

# Conflict

Conflict is a disagreement. It arises due to miscommunication between two or more parties.

A conflict can occur between individuals, groups, organisation and with oneself.

It is a process having developed from the past interactions.

A conflict is a serious difference between two or more beliefs, ideas and interests. It is a struggle between opposing forces.

Conflicts can occur in a number of situations.

