

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.

