

# BEST PRACTICES OF CONFLICT MANAGEMENT

## Awareness

Be aware of conflict.

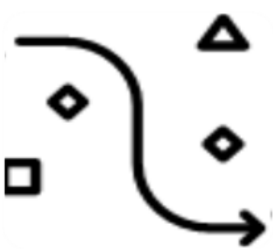
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## Approach

Take a considerate and rational approach to conflict.



## Investigate

Investigate the situation.

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4

## Decide

Decide how to tackle the conflict.



5

## Voice

Let everyone have their say.



6

## Agreement

Identify options and agree on a way forward.



7

## Implement

Implement what has been agreed.



8

## Evaluate

Evaluate how things are going.



9

## Strategies

Consider preventative strategies for the future.



Every conflict is different.  
Remember to treat each person with respect, don't  
judge the situation, and always take a claim of  
conflict seriously.