





A conflict is an **opposition** of **interests** between two or more individuals involved in a certain relational situation. It can also follow a (critical) remark/observation.

Every conflict **has to** lead to a **solution**, it can be resolved through **violence**, **negotiation**, **mediation**, **response**, or **acceptance**. **Violence** must be **eliminated**. It is a question of **seeking** the general **interest** between the two interlocutors, to make **efforts** and **cooperate**.












2. The different natures of a conflict.

We can identified four problems linked to a conflict:







-  **Communication problem:** circulation of information, interpretation.
-  **Structural problem:** organization.
-  **Relationship problem:** competition, jealousy, skills, sociability.
-  **Individual problem:** reframing the person, difficult integration, personality.

3. To avoid conflict

Some **rules** have to take place to avoid conflict :

-  **Collaborate** with the group.
-  **Clearly** define the common and individual goals.
-  **Communicate** all information and be **efficient/effective**.
-  To **pay attention** to the **feedback**.
-  To be **responsible, trustworthy** (*digne de confiance*).
-  To be **involved**.
-  Don't **manipulate** the group members.
-  **Listen** to the ideas stated by the others and **take** them into account.
-  **Avoid** the misunderstanding
-  **Silence, modesty, and dignity**
-  **SELF-CRITICISM, COMPREHENSION.**

3. Manage and overcome a conflict by analyzing it.

-  Who is concerned?
-  How did the conflict arise (For what occasion)?
-  Where the conflict lies?
-  The reasons of the conflict (Real causes)?
-  When did the different stages occur?
-  How many effects will it have?

You have to react quickly to conflicts between individuals or within the group, be reactive and initiate communication through a debate of ideas: listen, react, argue, oppose, seek a consensus or compromise before concluding. Be diplomatic.