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This module will teach you how to: Recognize the benefits of conflict. Assess conflict to determine its source. Create more self-awareness regarding your own approach to conflict and that of others. Build the skills needed to effectively manage conflict.

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Managing conflict. Allow time for cooling down. Analyse the situation. State the problem to the other person. Leave the person for some time. Use a win-win approach. Factors affecting conflict. Personality traits affect how people handle conflict. Threats from one party in a disagreement tend to produce more threats from the other.

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