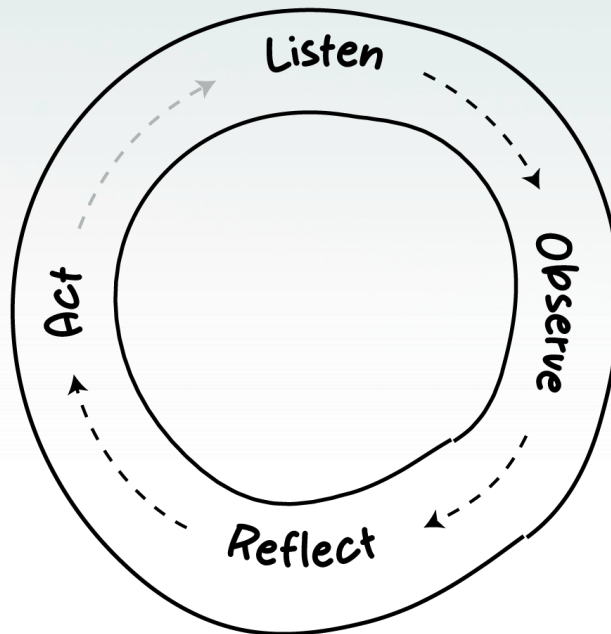


# Managing Conflict

## Listen - Observe - Reflect - Act



This is a simple framework to keep in mind to help you facilitate and manage conflict on the fly during a gathering.

<b>Listen</b>	What might be some of the reasons for the conflict arising (see list above)? If you can identify these before you gather, you'll be at an advantage in the way you plan and design the activities you want to do together as a team.
<b>Observe</b>	What's really going on here? Observe the team in action when they gather. What else are you observing that's going on (things that are said and unsaid)?
<b>Reflect</b>	What will best serve the team, given the outcomes they want to achieve? Are private discussions needed, or collaborative problem-solving collectively as a team?
<b>Act</b>	What follow-up actions do you want to commit to? How will you decide on what these will be?

TEAM  
SPIRIT

  
ANTONIA  
MILKOP