

The Management of Conflicts

- Accept the conflict
- Recognize the costs of ignoring a shared problem
- Declare the desire to settle
- Understand what the other side is saying
- Grasp the rationale of the conflict
- Jointly develop options for settlement
- Bring an imagination to the process
- Find a common purpose and common solution

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- Anticipate conflicts

Source: Markus, L. J., *Renegotiating Health Care - Resolving Conflicts to Build Collaboration*, Jossey-Bass, San Francisco, 1995