



CHILD NUTRITION LEADERSHIP SITE
Educate. Elevate. Empower.

Job Aid Series: Managing Conflict

Conflict is inevitably a part of every workplace. It is important to note that conflict itself is not bad; however, conflict should be dealt with properly to avoid further issues. If conflict is effectively resolved, it can lead to personal and professional growth.

General steps for conflict management:

- Define and clarify the source of the conflict.
- Provide a safe environment to openly discuss the conflict.
- Actively listen to all sides of the conflict.
- Assess the situation.
- Determine how to find an amicable solution.
- Evaluate the process and determine how to prevent similar conflicts in the future.

Reference

Institute of Child Nutrition. (2022). *Leadership academy: Instructor's manual*. University, MS: Author.

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