

Teamwork Module

Dealing with Conflict

This module explores the reasons for conflict, how to handle it and most importantly how to resolve it.

In this Module

Videoscribe explainer video, with professional audio (duration: 03:10)

English Subtitles

4 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. Ensure you understand the situation and how it occurred before trying to resolve it.
2. Concentrate on the issues, not on personalities.
3. If someone does something right, tell them as it will boost morale.

