



CASENETWORK

# Conflict Resolution



## STEP 1 Know Thyself

Take an inventory of your body. What did you notice? Are there areas of your body that are more affected than others?



## STEP 2 Resist First Impulses

Providing there is no physical threat, ignore the flight or fight response. Make a conscious decision to relax, breathe, and listen



## STEP 3 Remember Your B-C Connections

**Consequences: Beliefs**

**Anger:** You perceive that your rights have been violated in some way.

**Sadness/ Depression:** You sense a loss of self-worth, or that there is a real-world loss

**Guilt:** You think you have violated someone else's rights

**Anxiety/ Fearfulness:** You perceive some type of threat in the future

**Embarrassment:** You are negatively comparing yourself to others



## STEP 4 Communicate Effectively

Stand for Peace. Sound Like Peace. Speak for Peace. Listen for Peace.

CoreWellness Curriculum – Module 14 - Conflict Resolution

Self-Care, Skill-building exercises for healthcare professionals-in-training

To Learn More, Contact [info@casenetwork.com](mailto:info@casenetwork.com), 800-654-1745, X106

<http://casenetwork.com/markets/corewellness/>