## IF9 LEARNING OUTCOME 4



- ✓ Leadership style/power
- Responsibilities
- Competition
- ✓ Goals
- ✓ Information
- Methods
- √ Values or personal chemistry



LEARNING OUTCOME 4 – KNOW HOW TO DEAL WITH CONFLICT WITHIN AN INSURANCE ENVIRONMENT

CONFLICT

**MANAGEMENT** 

**STRATEGY** 

- ✓ Initial dissatisfaction with the customer consultant
- Request to speak to or be referred to a team leader or supervisor
- Referral to a department manager
- ✓ Referral to the chief executive
- ESCALATION OF CONFLICT

- Avoid
- ✓ Accommodate
- ✓ Compete
- ✓ Collaborate
- ✓ Compromise

✓ Acknowledge the anger

- ✓ Allow the person to express their emotion
- Acknowledge and apologise

The parent (critical parent, nurturing

The child (free child, adapted child)

- Explore the issue
- Agree next steps
- ✓ Ownership

The adult

parent)

**EGO STATES** 

**DIFFUSING** 

CONFLICT

