## **EMPOWER** DEVELOPMENT



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

**REASONS CONFLICT MAY** ARISE

**EGO STATES** 

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

- ✓ The adult
- ✓ The parent (critical parent, nurturing) parent)
- ✓ The child (free child, adapted child)

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

- ✓ Compete
- Collaborate
- ✓ Compromise

**DIFFUSING** 

CONFLICT

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

Acknowledge the anger

- Explore the issue
- ✓ Agree next steps
- ✓ Ownership

- Avoid
- Accommodate

- **STRATEGY**

CONFLICT

MANAGEMENT