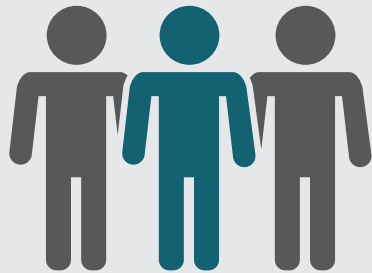


# Key Skills Required When Handling Conflict

## Action Planning

### Action 1

#### Be More Assertive



Reflect on some situations in the workplace where you could have been more assertive. Write these down and make a note of how you could have improved your assertion in these situations. Discuss this with your colleagues and share feedback on how you could improve.

### Action 2

#### Plan To Use DESC

DESCRIBE

EXPRESS

SPECIFY

CONSEQUENCES

Think of some situations you have coming up where you need to show more assertion and plan how you will use the DESC model to express how you feel. Practice this on a family member or work colleague before having the conversation for real.

### Action 3

#### Practice Active Listening



Next time you have a conversation with someone pay attention to your own listening skills. How could these be improved? Use questioning skills to explore the other persons point of view and see whether you can really understand them and also how they are feeling.