

Communication Skills for Leadership

STRUCTURES FOR

Managing Conflict



A leaflet for healthcare staff

Making conversations easier

Communications Skills for Leadership

Clickable contents

Managing Conflict

The Harvard Method

5 Steps to Managing Conflict

Note:

There are many different models for managing conflict, some are shown here on this skills card. The Calgary-Cambridge Guide is the preferred communication skills framework in the HSE. It may help to think of communication skills as tools in a toolbox, to be applied as and when needed in many different types of healthcare conversation.

[Download the Calgary-Cambridge Guide here](#)



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The Harvard Method

Collaborative

4 principles



1: People

Treat people and
problems separately



2: Interests

Focus on interests
not positions



3: Options

Generate as many
solutions as possible



4: Criteria

Choose the best/most
reasonable solution based
on available evidence



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Collaborative

