

# KONFLIK / CONFLICT

Conflict cannot survive without your participation!

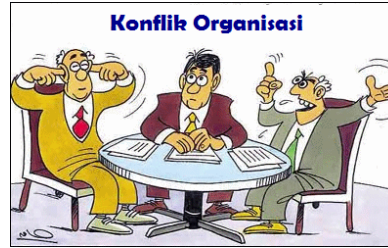


**HOE** bestuur ek dit?  
**HOW** do I manage it?



# Kennis WAT is konflik?

'n Verskil van menings,  
gedages of indiwiduele  
perspektiewe



# Cognition WHAT is conflict?

## DEFINITION OF CONFLICT

“Conflict is an expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce resources, and interference from others in achieving their goals.”



**CONFLICT:**  
*“Conflict is simply unmet expectations.”*

*To reduce conflict when communicating with others, learn how to communicate in THEIR style...not yours.*

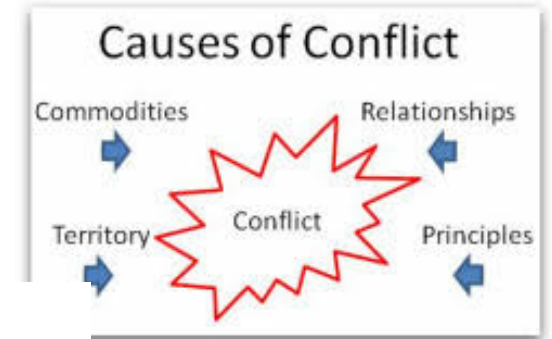
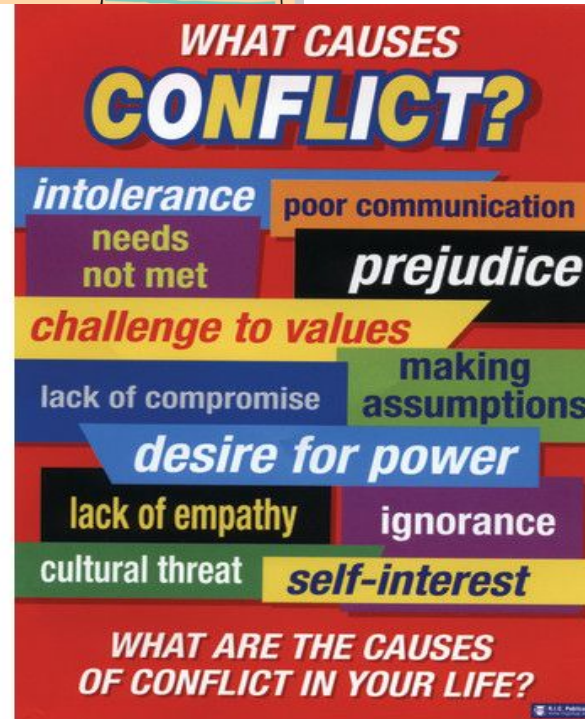


[www.BetsyAllenManning.com](http://www.BetsyAllenManning.com)



# Kennis Cognition HOEKOM??? (Oorsake) WHY?? (Causes)

- Unmet expectations!!
- Needs not met!
- Houding teenoor mag
- Verskillende waardes / persoonlikhede
- Verskillende behoeftes
- Persepsies / Kommunikasie
- Kultuur, geslag en ras
- Vorige ondervindings





# Kennis

- Wat / what
- Hoekom / why?

• Ken jouself  
Know yourself

- Ken jou mense

Characteristics of colleagues / learners / parents



# Cognition

What is CONFLICT ?

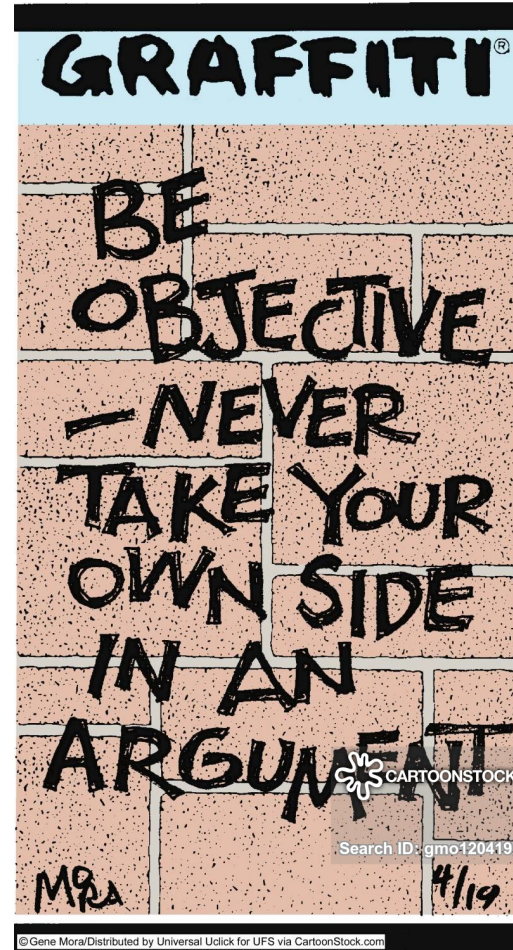


Conflict may be defined as a **disagreement or struggle** between people with opposing needs, ideas, beliefs, values or goals.

**10% of conflicts  
are due to  
difference in  
opinion.  
90% are due to  
wrong tone of  
voice.**

# O npartydig

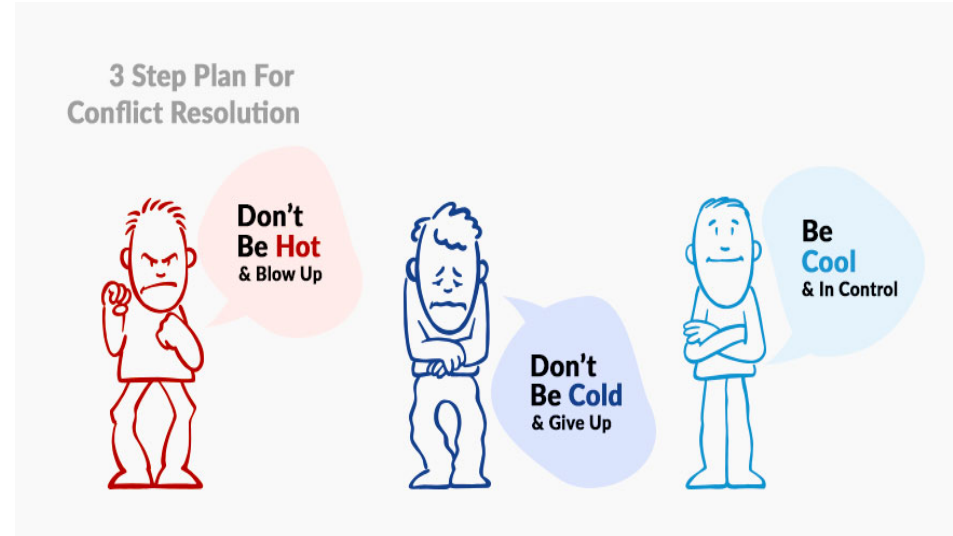
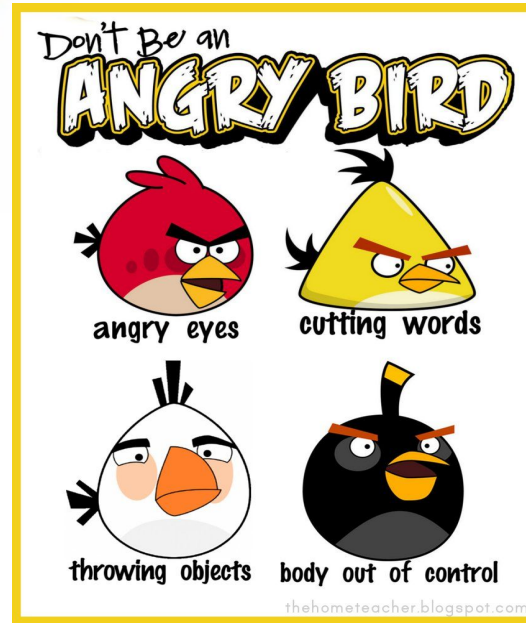
- O ut!
- O op gemoed
- O pen mind
- Feite – nie persoon
- O btain facts



# O bjective



# Nie emosioneel en Nooit alleen No for emotional and Never alone





# Fataal

# Follow / Fatal

- Follow Code of Conduct ; Policies - Beleide

(V)olg Gedragskode

- Follow through



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- Follow up  
(V)olg op



Safety

Respect

Excellence

Courage

One team

# Luister



# Listen

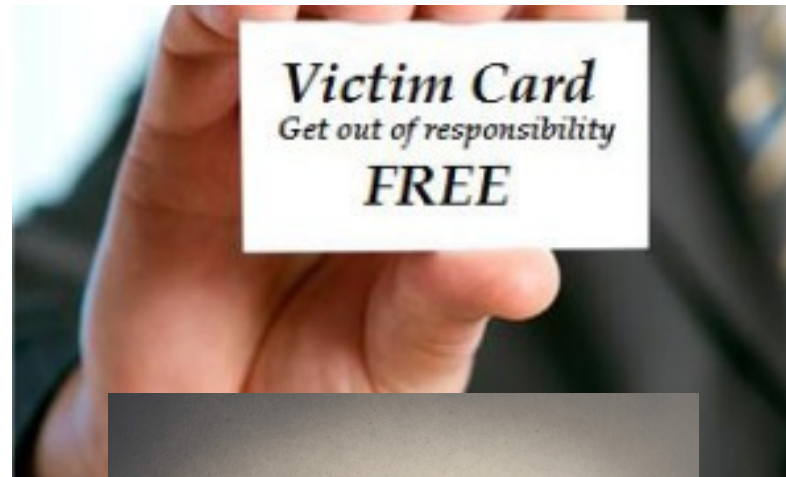




# Intuïsie ... met Integriteit

## Intuition . . . with Integrity

(Body language ; gesigsuitdrukking ; tone)



**ACTIONS PROVE  
WHO SOMEONE IS,  
WORDS JUST  
PROVE WHO THEY  
WANT TO BE.**

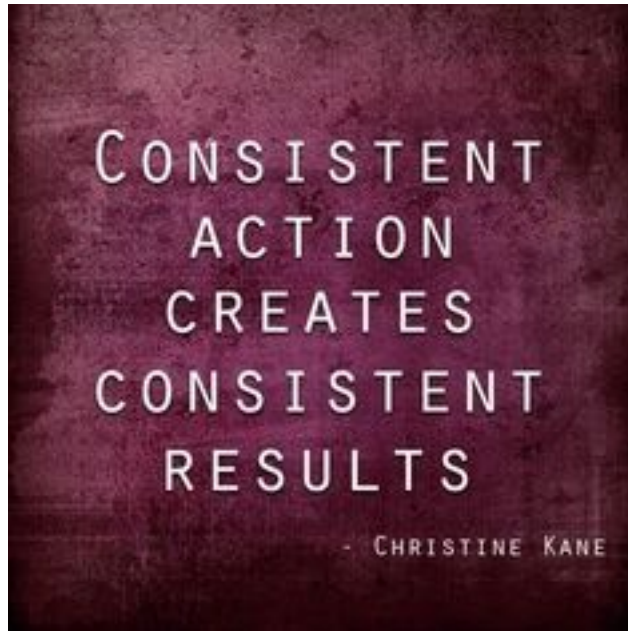
I don't know about you,  
but I can tell when  
someone's lying. They  
can't look you in the eye -  
they look you in the  
bridge of your nose.



*Integrity*  
is choosing your  
thoughts and actions  
based on values rather  
than personal gain



# Konstant



**SUCCESS IS THE SUM  
OF SMALL EFFORTS,  
REPEATED DAY IN  
AND DAY OUT**



# Consistent

**CONSISTENCY  
IS** 

**KONSTANT**



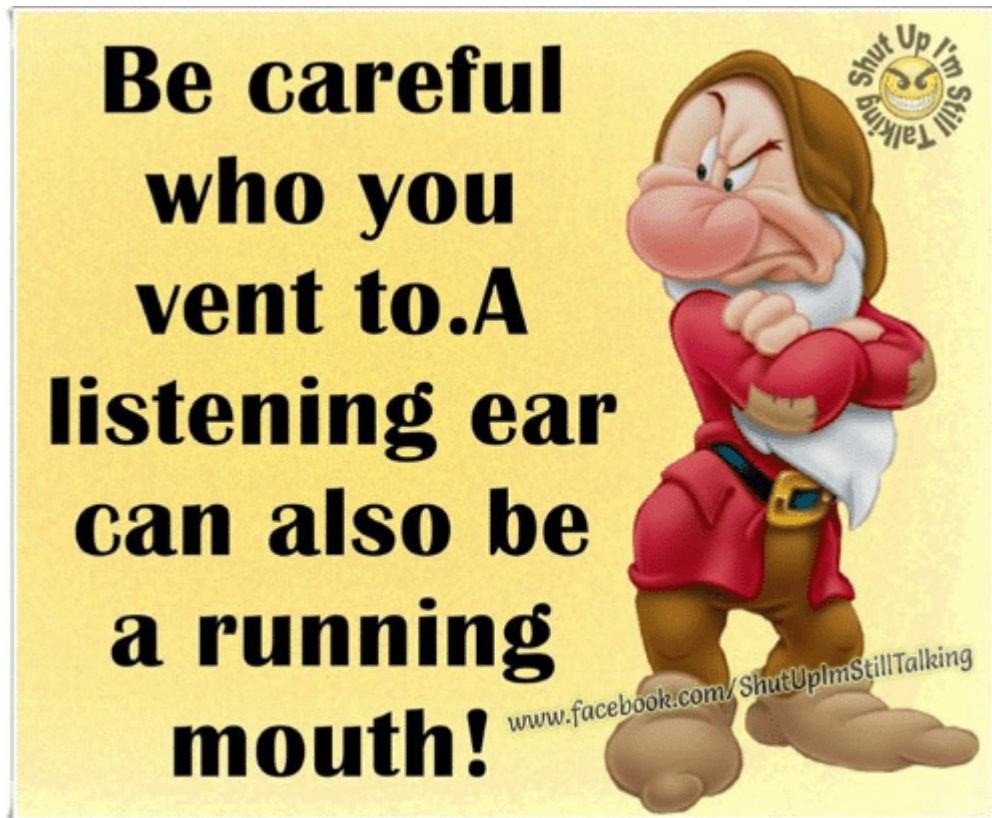
**T**rust - **T**rojan horse

**“A genuine leader is not a  
searcher for consensus, but  
a molder of consensus.”**

**Martin Luther King, Jr.**

Civil Rights Leader

digital.com



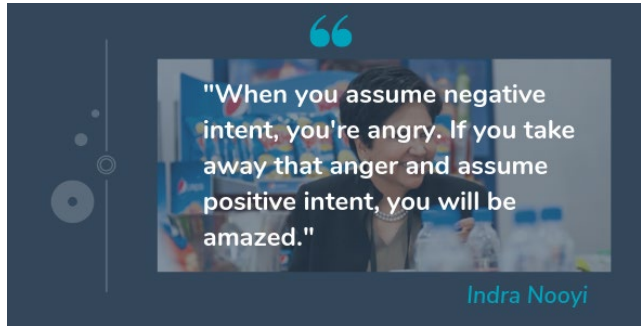
lets**COLLABORATE!**





# Samevatting / Conclusion

- Onvermydelik
- Unavoidable
- Approach as opportunity – hidden potential of growth- groei-geleentheid
- Lead school with positive environment



**PEOPLE WHO SAY  
IT CANNOT BE  
DONE SHOULD NOT  
INTERRUPT THOSE  
WHO ARE DOING IT**

"you never really understand a person until you consider things from his point of view until you climb inside of his skin and walk around in it."  
-to kill a mockingbird harper lee



Getting angry can sometimes be like leaping into a wonderfully responsive sports car, gunning the motor, taking off at high speed and then discovering the brakes are out of order.

— Maggie Scarf —

AZ QUOTES