



Alternative Dispute Resolution Academy (ADRA)
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Navigating through Interpersonal Conflict

Presenter: Natalie Smith

1CME General Civil

Interpersonal conflict, interpersonal communication - A look at why we conflict with those we are closest - to be it family, friends and co-workers, and how we can better manage these disputes.

Topics discussed:

- What is conflict?
- Communication truth
- Conflict and relationships
- Perceptions / assumptions / meanings
- Effectively communicating - tips
- Message within the message
- Reflection vs. mulling