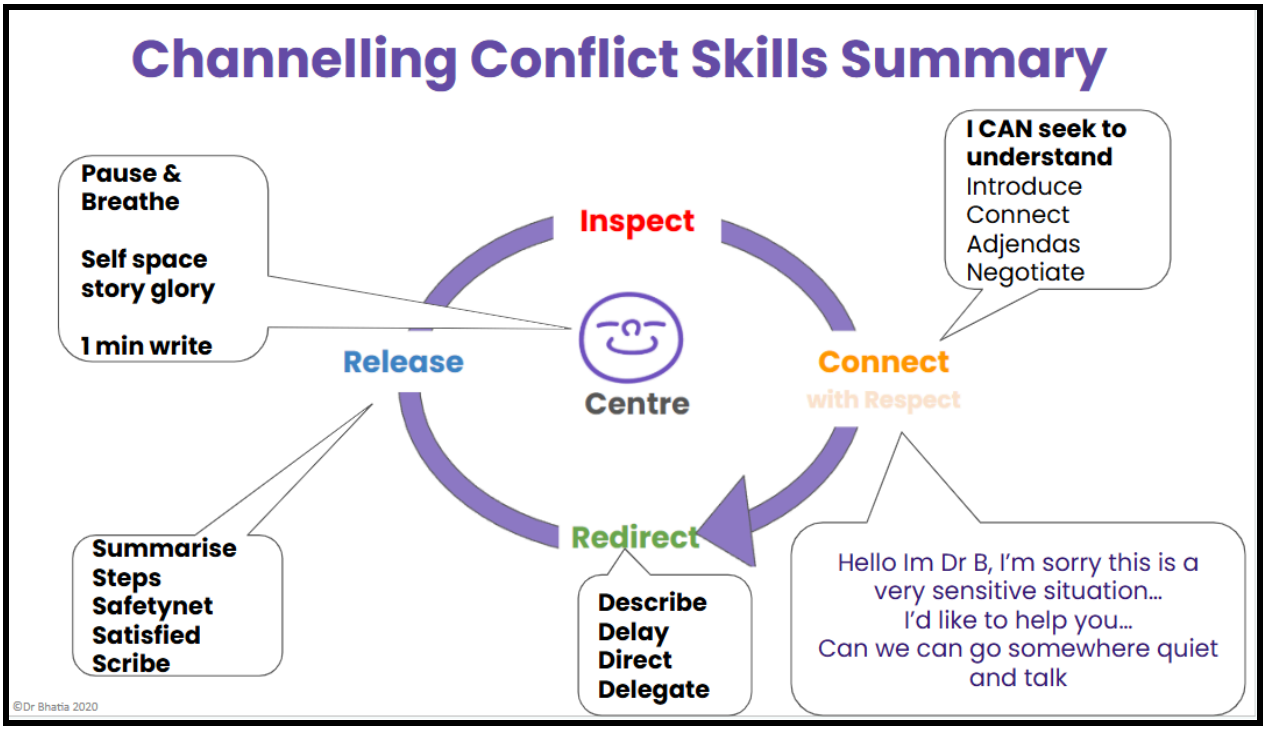
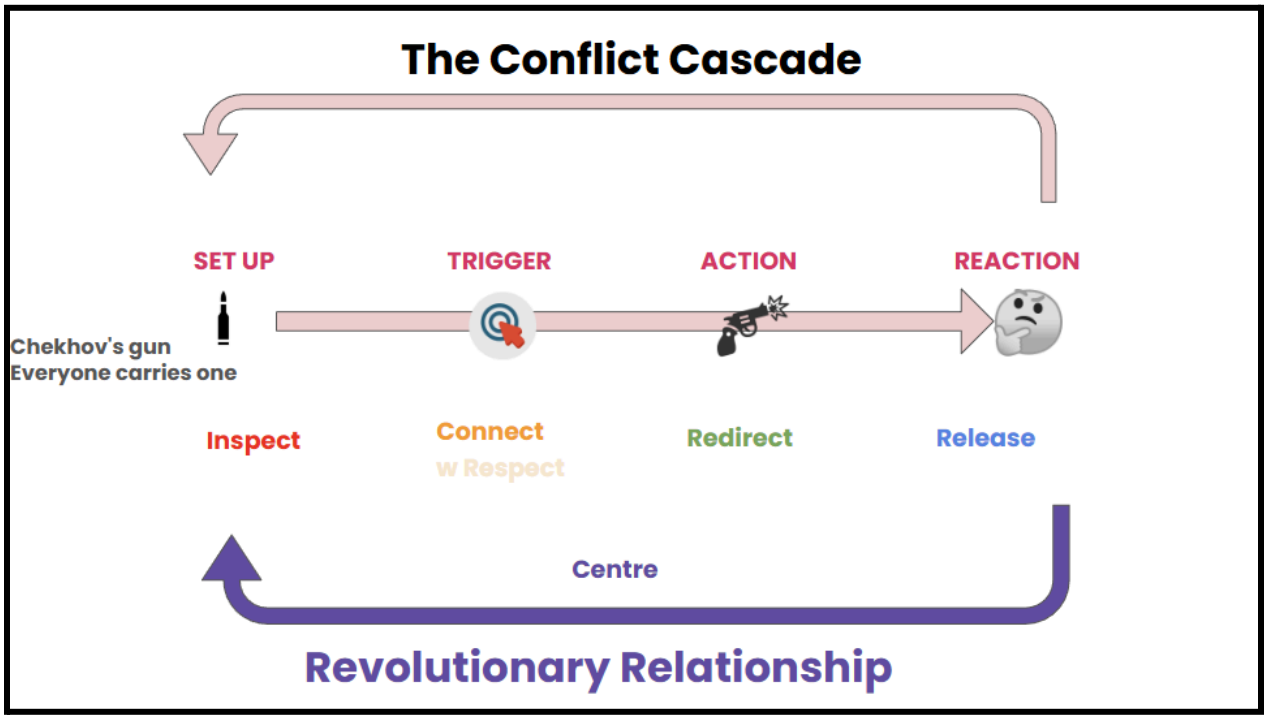

Channelling Conflict Skills Summary
Pause &
Breathe
Self space
story glory
1 min write
Inspect
I CAN seek to
understand
Introduce
Connect
Adjendas
Negotiate
Release
Centre
Connect
with Respect
Summarise
Steps
Safetynet
Satisfied
Scribe
Redirect
Describe
Delay
Direct
Delegate
Hello Im Dr B, I'm sorry this is a
very sensitive situation...
I'd like to help you...
Can we can go somewhere quiet
and talk
©Dr Bhatia 2020


The Conflict Cascade
SET UP
TRIGGER
ACTION
REACTION
Chekhov's gun
Everyone carries one
Inspect
Connect
w Respect
Redirect
Release
Centre
Revolutionary Relationship

Pause & Breathe

What will you take home today?

Centre

Inspect

Connect

Redirect

Release

We can improve

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