Conflict triggers/ hot buttons

Constructive Responses

Task-Focused Conflict (Cognitive)

- Focus on problem solving
- Positive affect
- Tension decreases
- Group functioning improves

Conflict **De-escalates**

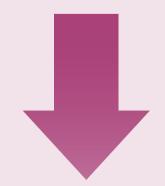
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Destructive Responses

Person-Focused Conflict (Emotional)

- Focus on personalities
- Negative emotions
- Tension increases
- Group functioning decreases



Conflict **Escalates**