

**Conflict triggers/
hot buttons**

**Constructive
Responses**

**Destructive
Responses**

**Task-Focused Conflict
(Cognitive)**

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

**Person-Focused Conflict
(Emotional)**

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

**Conflict
De-escalates**

**Conflict
Escalates**