

What is Conflict?

by Sophia Tutorial



WHAT'S COVERED

This lesson will define conflict and identify types of conflict. Specifically, it will cover:

1. What is Conflict
2. Types of Conflict
3. Key Terms
4. Reflect

1. What is Conflict?

Conflict is a clash between people because of a difference in opinions, feelings, ideas, and/or interests. Conflict does not unite people. Conflict is a form of disagreement or an argument. For the purposes of this course, let's establish a universal understanding of what conflict means.



BIG IDEA

Conflict is inevitable, and it is not always bad. Conflict is a natural part of life.

2. Types of Conflict

There are two major types of conflict:

- Internal Conflict: Refers to the struggle between opposing forces of desire or emotions within a person
- External Conflict: Refers to the conflict with a person and an outside force that includes nature, man and society

3. Key Terms

Below are some key terms that you will use throughout the course.



TERMS TO KNOW

Conflict

A struggle between two opposing forces, conflict involves feelings of anxiety, dread, and apprehension to anyone, even those who are experts in their field

Resolutions

Approaches to lessen conflict that may include negotiation

Engagement

To invite participants with an objective of having constructive conversations that look at the process and issues without the goal of resolving the conflict

Management

Understanding that conflict may not be resolved, but one must acquire the skills to handle conflict that may reduce the probabilities of worsening the situation

4. Reflect

Before proceeding in this course, please do a self-reflection.

- What is conflict?
- What is conflict to you?
- What is a situation where you had a conflict?
- Was it resolved?
- What was your role in it?



You may write these thoughts on a piece of paper so you can reference it as you continue in this course. In this way, you may know how to resolve that conflict, if it is still lingering.

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Support

If you are struggling with a concept or terminology in the course, you may contact **NurseLeaderSupport@capella.edu** for assistance.

If you are having technical issues, please contact **learningcoach@sophia.org**.