

MT5.2_5 Group Exercise: We Did it Well – We Messed it Up

INCIDENT REPORT

Short Description

Data Analysis

To answer the questions:

- *Consider the five approaches to handling conflict, employing effective communication or miscommunicating, stereotyping or breaking down stereotypes, and lacking or showing empathy.*

Attachment to MT
Task 2.3



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1. What was the **root cause of the conflict**? Was it the same as it initially appeared? Was it interpersonal or task-based?

2. How was the conflict **impacting the people involved** at the point it was noticed?

3. What did the people involved do to **address the conflict**?

4. What was the **outcome**?

5. **What worked? What didn't?** Would you **change anything to the conflict resolution strategy**?