

## 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



Co-funded by  
the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

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?**