

# EMERGENCY PREPAREDNESS | MAY SAFETY SEGMENT



During the course of any work, conflicts can arise between co-workers and of course teams. Conflicts hinder team function and creates unnecessary friction and friction adversely affects progress and team cohesion. During an emergency, even a drill, emotions are heightened and conflict can easily occur. So, the question needs to be asked, are you addressing conflict in your teams, especially the emergency response teams? Are you taking steps to control conflict?

## CONFLICT RESOLUTION

### DIRECTIONS

This exercise uses the supplementary handout, What Would You Do. The facilitator will follow the directions on the handout and once complete ask the guiding questions below.

### SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Have you reacted in the moment and the reaction made the situation worse?
- Have you stalled a reaction, counting to 10 or taking a couple of breaths before reacting? Did it help?
- What do you see the first step should be, go to your manager or approach the other person first?

Notes to the Team Leader:

- Facilitate an atmosphere of support and openness to feedback by encouraging the staff to share experiences or opinions without fear of reprisal.



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