



**PRISON
DIALOGUE**

MANAGING CONFLICT

Minimise and Deal with Disruptive and Obstructive Behaviour

DO SOMETHING

YOU ARE PAID TO ACT

EXPLAIN

OR FUEL THE CONFLICT!

DECIDE

**USE YOUR PROFESSIONAL
JUDGEMENT**

THINK

**THERE IS ALWAYS MORE
THAN ONE OPTION!**

ASK AND LISTEN

**THERE MAY BE MORE TO
THIS THAN MEETS THE EYE**

READ THE SITUATION

**THE POTENTIAL FOR
CONFLICT?**