



Effectively Managing Conflict Resolution

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Objectives

- Identify today's current conflicts within our EMS systems.
- Discuss how we can listen better and resolve our differences more passionately.
- Illustrate better leadership qualities for our manager to resolve conflict.





EMS  STRONG

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Hey boss...





- What have you seen?



for which
to be best in
point of view.

Conflict ['kʌn
disagreement
fighting between
clash between
what is the



“Nobody believed that I had a running compiler and nobody would touch it. They told me computers could only do arithmetic.”

Grace Hopper



~~Problem~~

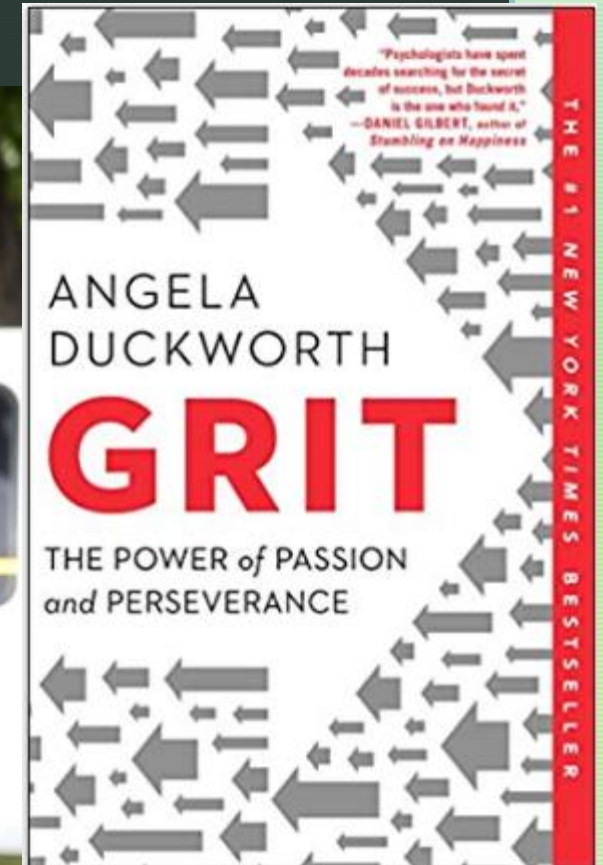
Solution



**KEEP
CALM
AND
CARRY
ON**

**DON'T TRY TO
UNDERSTAND EVERYTHING.
SOMETIMES IT IS NOT
MEANT TO BE UNDERSTOOD,
JUST ACCEPTED.**

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“Each of us enrich the lives of all of us in some way”
- Angela Duckworth

START



WHO?



DOES
ANYONE

WHAT?



D
V

Ignorance



is a curious

HOT
TOPICS



Remaining...

When?

Where?

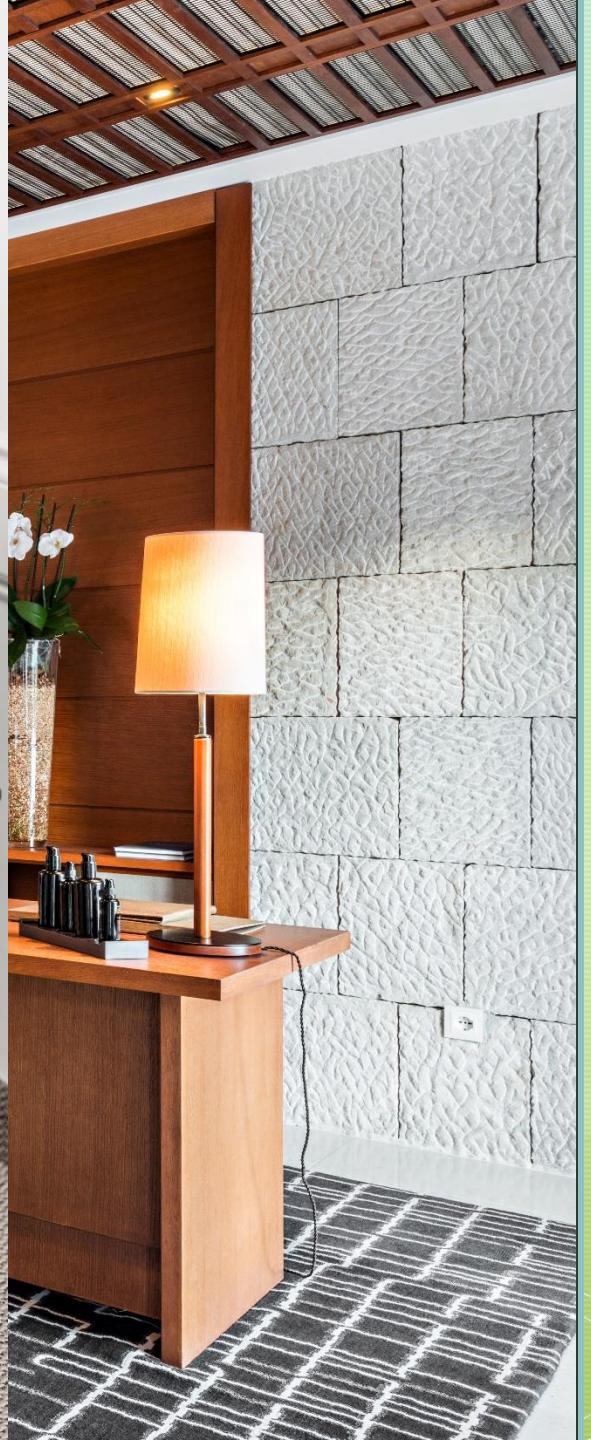
Why?

How?













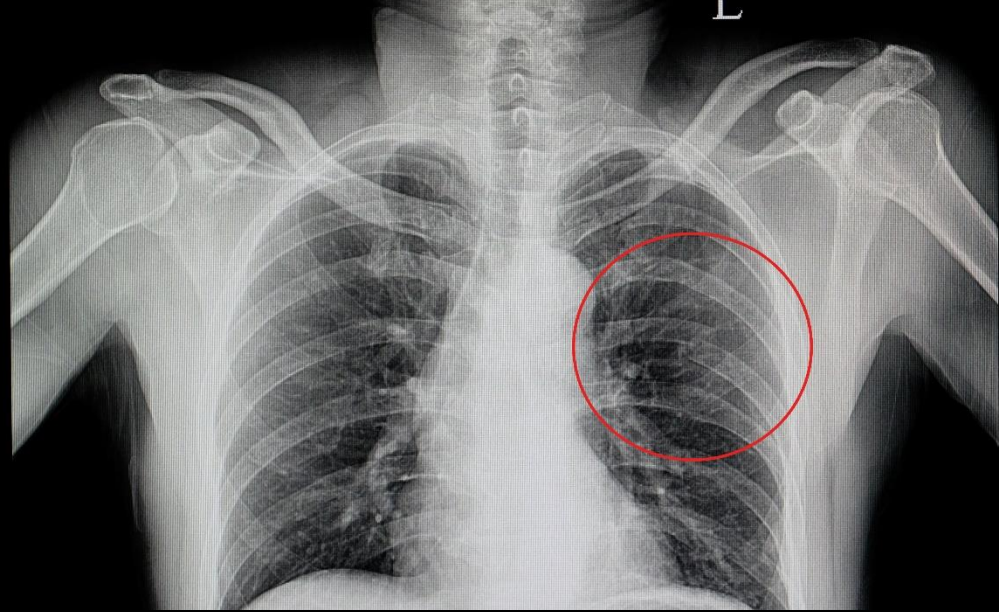
Plan

~~Conflict~~
Meditation



PLAN
AHEAD

Follow Up





Leaders should address conflict head on, mitigate it and move on!

Thank
You

Douglas.

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