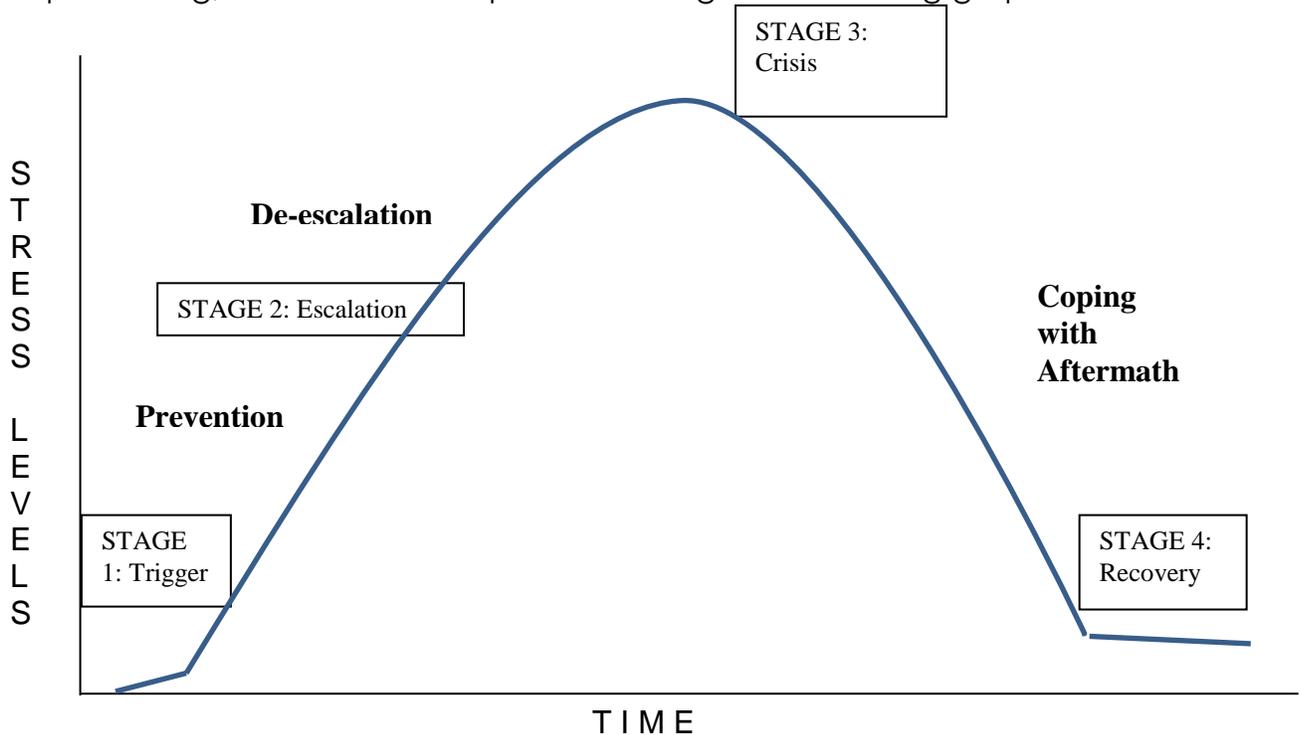


## The Conflict Cycle

As the stages progress so do the levels of anxiety any individual will be experiencing, which can be explained through the following graph:



The matrix describes the conflict cycle as having a **trigger** that **escalates** to a **crisis**, resulting in an eventual **recovery** phase characterized by the person(s) gradually returning to baseline behavior.

The components in bold describe the tasks for organizations and staff which include: **Preventing** incidents by controlling the environment and procedures. **De-escalating** conflict by bringing down their emotional content, and **coping with the aftermath** of conflict including further dealings with the person(s) involved.

Presented by the Youth Development Institute, New York City, January 2014.