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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Les acteurs | | | | | | | | | | | |
| Nom | | | Statut | | | | | Rôle | | | |
|  | | |  | | | | |  | | | |
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| Les faits | | | | | | | | | | | |
|  | | | | | | | | | | | |
| La forme du conflit | | | | | | | | | | | |
| Latent | | | Ouvert | | | Refoulé | | | | Malentendu | |
|  | | |  | | |  | | | |  | |
| La nature du conflit | | | | | | | | | | | |
| D’intérêts | De pouvoir | | | D’identité | | | D’idées | | De valeurs | | De personnes |
|  |  | | |  | | |  | |  | |  |
| Les causes du conflit | | | | | | | | | | | |
| Le management | | | |  | | | | | | | |
| Le comportement des acteurs | | | |  | | | | | | | |
| Mode de dépassement proposé | | | | | | | | | | | |
| Le recours hiérarchique | | La médiation | | | L’arbitrage | | | | La négociation | | |
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