



**INBA**  
Presents

Webinar on

# CONFLICT MANAGEMENT

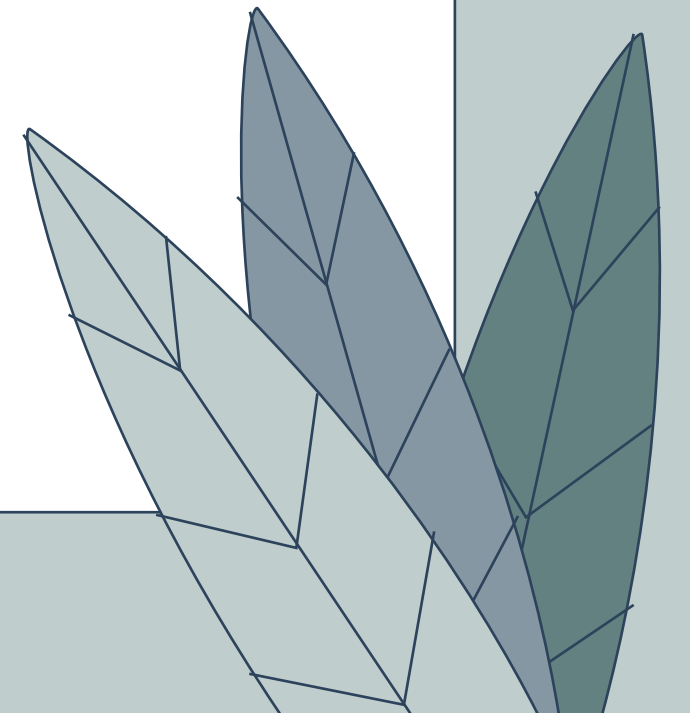
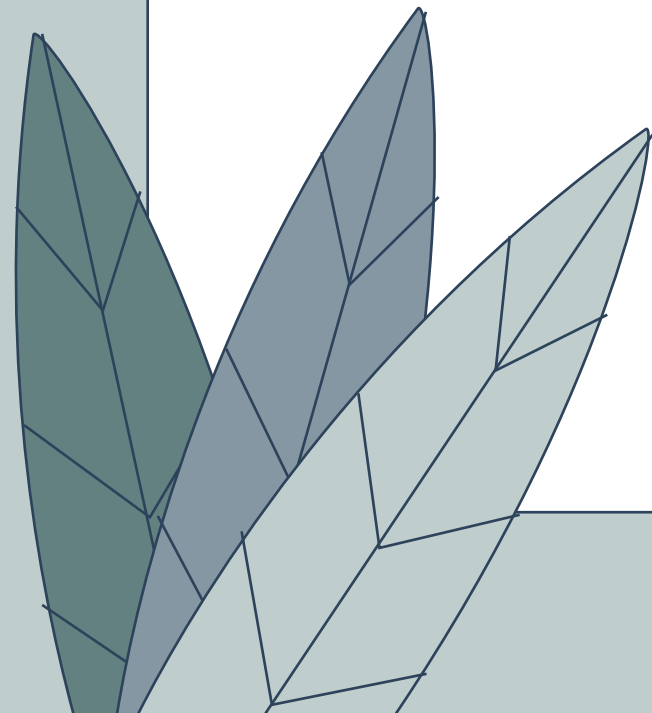
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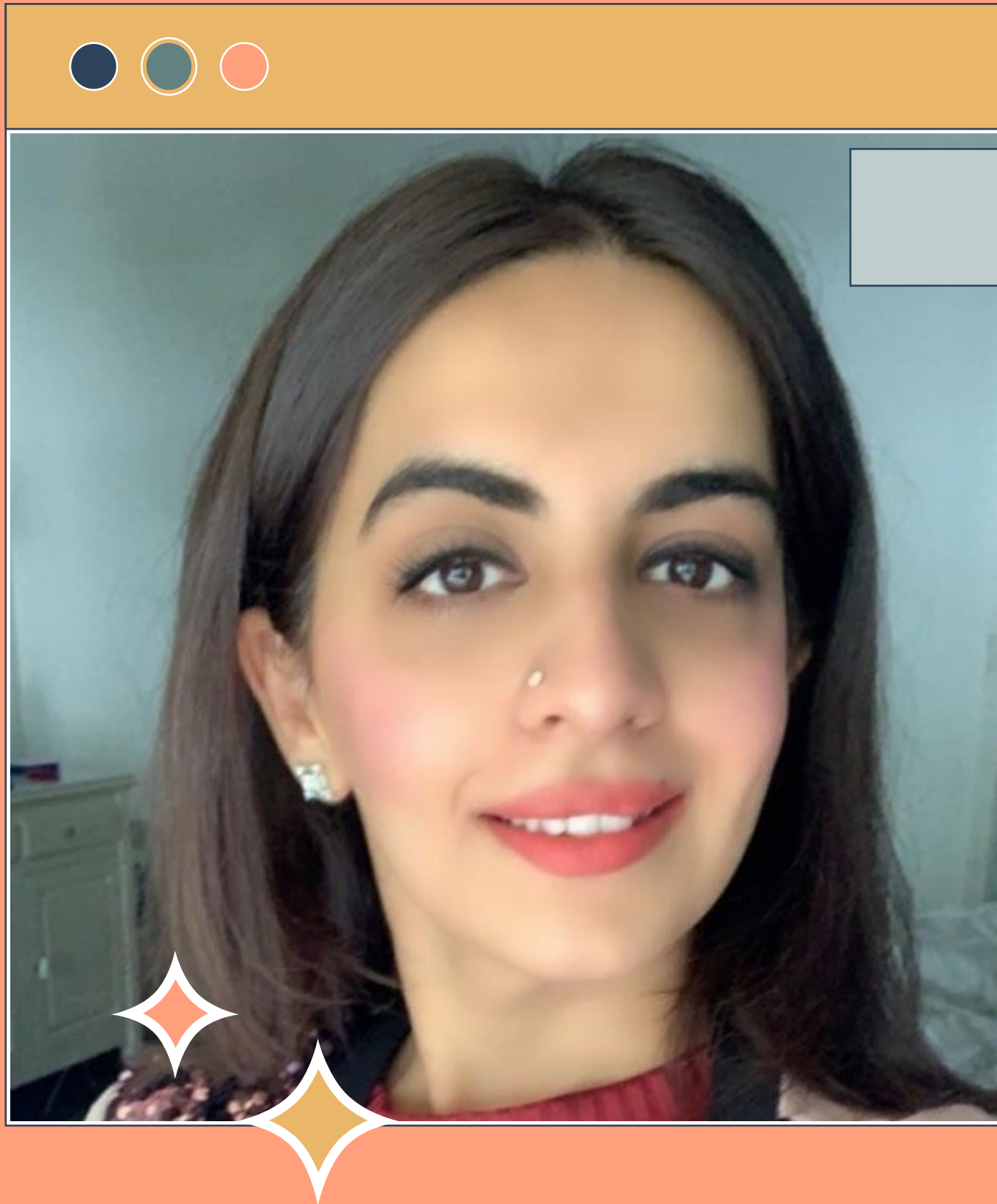
**Divya Mohindroo**

Founder - Embrace Imperfections

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On January. 12, 2021





# Divya Mohindroo

Founder- Embrace Imperfections

-Counselling Psychologist & Special in Montessori Method

-Member of American Psychological Association

-Premium Member of International Association Of Counselling (IAC)

-Premium Member Of APPPAH (Association For Prenatal & Perinatal Psychology & Health )

Divya Mohindroo a renowned counselling psychologist and founder Embrace Imperfections.

Divya Completed her education from Carmel Convent School.

Masters in Counselling Psychology and Allied Sciences. And further she is specialist in Early Education.

A renowned psychologist counsellor and founder of Embrace Imperfections.

I ensure psychosocial wellbeing of people and work towards removing social stigma associated with mental health. I believe in the holistic development of individuals and the premise that mental health plays a pivotal role in shaping one's life.

I view my work with clients as being very collaborative. I believe you bring a lot to the table already, and I want to walk with you through this process.

I see it as my role to listen, understand, support and meet you where you are.

Through this, I aim to create a safe and trusting relationship where you can begin to reveal and heal your true self.



# EMBRACE IMPERFECTIONS



**Embrace  
Imperfections**  
Divya Mohindroo 🌍 🙌

Embrace Imperfections is a mentalhealth organisation by Divya Mohindroo  
Embrace Imperfection's mission is "to raise awareness, promote advocacy against social stigma, empower individuals and encourage better education regarding mental health issues."



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**01** CONFLICTS AS  
LEARNING TOOL

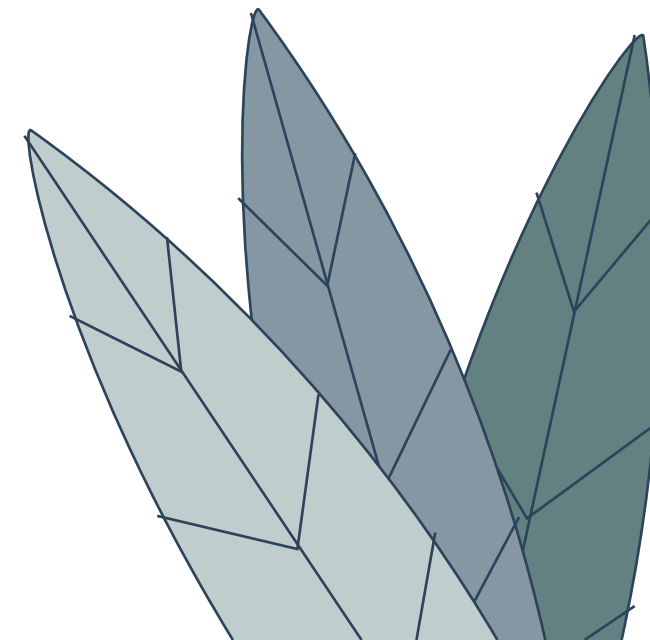
**02** USE “I” STATEMENTS –  
WHY TO USE I” STATEMENTS

**03** CONFLICT  
RESOLUTION TIP:-

- Show empathy not sympathy
- Show appreciation and admiration
- Avoiding phrases starting with you!
- The 9 possibilities

**04** DEVELOPING VALIDATION  
AS A POWERFUL SKILL

**05** TIPS FOR HANDLING  
ARGUMENTS



# What is conflict?

*A state of incompatibility of ideas between two or more parties or individuals (dict)*

Conflict management is the practice of identifying and handling conflict in a sensible, fair and efficient manners

