

1. MAP YOUR WAY TO CONFLICT RESOLUTION
2. Linda A. Wheeler, RN, MSN, CCRN
3. The University of North Carolina at Greensboro, School of Nursing
4. 4305 Ludlow Court                      UNC Greensboro  
Greensboro, NC                              School of Nursing  
27407-6449                                      PO Box 26170  
    320 Moore Building  
    Greensboro, NC 27402-6170
5. [Linda\\_Wheeler@uncg.edu](mailto:Linda_Wheeler@uncg.edu)      [fbarron@mindspring.com](mailto:fbarron@mindspring.com)

Abstract:

Concept Mapping has been used in education for more than 25 years to visually communicate concepts. In addition, it may also be used as a problem-solving tool. Conflict is one of the major hindrances to a positive atmosphere in the workplace, which can destroy trust and undermine quality working relationships among professors and between professors and students. Combining a commonly used problem-solving format with concept mapping, the concept of conflict can be visually mapped and used to communicate, understand, and begin to make progress toward resolution of everyday problems.