

Workplace Readiness Skills for the Commonwealth

Resolving Conflict Situations

Objective: Recommend actions that will reduce conflict and lead to positive results.

Materials: Worksheet for each student, "Conflict Situations," may be accessed at

- <http://www.cteresource.org/attachments/atb/aai/conflict.pdf> (PDF) or
- <http://www.cteresource.org/attachments/atb/aai/conflict.doc> (Word)

Notes to the Teacher

1. Introduce the objective and distribute the worksheet "Conflict Situations."
2. Ask students to individually analyze the four situations and determine the order in which they think the four ways of intervening should be used.
3. Organize students into groups to discuss their individual answers and arrive at group answers for each situation. Ask them to provide a rationale for their first choice.
4. Have one team take the lead in analyzing item 1. Then have other teams give their responses to item 1.
5. Proceed to item 2; let a different team take the lead, and repeat the process.
6. Repeat the process with items 3 and 4. Review the suggested answers with the class.
7. Ask the teams to determine whether the selected action for each situation is confronting, compromising, avoiding, or collaborating.
8. Use the following suggested answers as a guideline.

Suggested Answers

<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
a. 1 Confront	a. 4 Confront	a. 1 Negotiate	a. 4 Avoid
b. 2 Negotiate	b. 2 Negotiate	b. 3 Collaborate	b. 2 Negotiate
c. 3 Collaborate	c. 3 Collaborate	c. 2 Confront	c. 1 Confront
d. 4 Avoid	d. 1 Avoid	d. 4 Avoid	d. 3 Collaborate