

## Conflict Resolution Case Scenarios

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### Conflict Resolution Case Scenarios

CONFLICT RESOLUTION: CASE STUDIES The following case studies match the scenarios in the online training. Review (watch or read) each scenario, and then answer the questions, below. Think about what you have learned and identify a conflict resolution technique that you would use in each situation. Case Study #1

#### CONFLICT RESOLUTION: CASE STUDIES

Title: Conflict Resolution Scenarios Author: Statewide Instructional Resources Development Center Subject: Human Services Created Date: 6/30/2014 10:30:59 AM

#### Conflict Resolution Scenarios

Conflict resolution is the process of resolving a dispute or a conflict by meeting at least some of each side's needs and addressing their interests. Conflict resolution sometimes requires both a power-based and an interest-based approach, such as the simultaneous pursuit of litigation (the use of legal power) and negotiation (attempts to reconcile each party's interests).

#### Case Studies: Examples of Conflict Resolution

The main reason for conflict in this scenario is due to conflicting goals between Gigi and her manager. The issue can be resolved by having a discussion between both of them.

#### Practical Application: Conflict Resolution Scenario ...

Case scenarios. Please read each of these scenarios. While reading think about common strategies and techniques used to resolve conflict. Answer the questions following the scenario's and post in the discussion forum (questions will also be placed in the discussion forum for your convenience). ... Sample conflict management resolution action ...

#### Case Scenarios - Conflict Management - Coaching & Leading 621

3 Common Workplace Conflicts - Scenarios & Resolutions 1 | Leadership Conflict. John has been the sales manager for over a year. His sales reports show an increase in sales... 2 | Work Style Conflicts. Ashlee and James both work in accounting. James was hired a few months ago and Ashlee has been... ...

#### 3 Common Workplace Conflicts - Scenarios & Resolutions

Conflict Resolution, 3 Conflict Resolution Case studies are an interesting way to learn about possible situations and scenarios. By using these, individuals can learn to study and prevent organizational problems from occurring. Case studies can be taken into the classroom or into any organization.

#### Butter Me Up: A Case Study in Conflict Resolution ...

realistic as possible. The other participants will take notes on the scenario to be used for large group discussion. SCENARIO #1 You arrive late to work only to come face to face with your manager who is upset with your tardiness. SCENARIO #2 One of the people you work with has heard some juicy gossip about another person and wants to tell

#### Workplace Conflict Scenarios SCENARIO #1

That's why we hosted an interactive chat with Sharon Ray, a conflict resolution expert with 25+ years of experience in HR (and the current Chief People Officer at Solstice.) "Anytime you deal with people, you're going to have some sort of disagreement or conflict. Conflict in the workplace is an exercise in persuasion.

#### Examples of Conflict in the Workplace - Scenarios ...

Conflict Negotiation Scenarios. Consider, discuss, and respond to the following situations. Explore the range of possibilities for solving these group process problems. A fellow employee, Phil, has not been contributing equally to complete the normal weekly work at hand. Phil claims he is contributing, but that he is swamped with other work and ...

#### Interpersonal Communications Conflict Scenarios In The ...

Examples of Conflict Resolution Skills Assertiveness by a supervisor who convenes a meeting between two employees who have engaged in a public dispute. Interviewing and active listening skills utilized by a human resources representative to define the nature of a conflict between a supervisor and subordinate.

#### Conflict Resolution: Definition, Process, Skills, Examples

Resolving conflict in a positive manner is a skill that can be developed and practiced. Being heard can be one of the most important goals of someone engaged in conflict. Knowing how to listen and deploy appropriate communication tactics is determinative of whether a conflict will have a positive or negative resolution.

#### Case Study: Tension Between Employees - Usable Plan | Coursera

2. Divide Students Into Pairs. Have students count off 1-2, 1-2. If you have an odd number of students, you can do one group of three--but this activity works best when the conflict scenarios can be simplified to two distinct sides.

#### A Role-Play Activity to Teach Conflict Resolution

Consider the following real-life conflict scenarios: Two siblings argue over whether to sell some of their late parents' possessions. An activist group blocks access to a road to prevent a company from developing forestland it recently purchased. Business partners argue over whether to accept a potentially lucrative client that sells a product that one of the partners opposes on moral grounds.

#### Conflict Resolution Scenarios: Negotiating Values - PON ...

steps for turning conflict into a challenge to grow. Please plan to attend our training session on conflict resolution skills. The session will be held (Insert Date)at (Insert Time). During the session, we'll cover how to:

- Ask questions to draw out the other side of the conflict.
- Listen without judging.

#### Between You and Me: Solving Conflict

1) A company that manufactures furniture increasingly finds that their workforce speaks Spanish fluently but not English. Management does not know Spanish and this creates communication problems. Should management learn Spanish? Should English classes be offered to the workers? Are there other solutions? The company is struggling to contain costs so any solution should be...

#### 40 Workplace Scenarios | Hugh Fox III

Workplace Conflict Resolution - A Case Study Posted on October 13, 2009 Leaders frequently face situations where conflict arises in the workplace and they're called upon to resolve the situation. Although conflict is not generally regarded as a positive experience it actually can be a key opportunity to create change that will reduce ...

#### Workplace Conflict Resolution - a Case Study - 852 Words ...

Sample conflict management resolution action plan. She can avoid the situation and say nothing. She can be dominating (competing) and tell the charge nurse Ms. S that the assignment is unacceptable. She can try to have Ms. C accept the assignment to oblige (accommodate) the charge nurse Ms. S.