# Conflict Scenario

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## **Scenario**

Find a partner. Read the scenario below. Choose one partner to be Joe Bloggs, and the other to be Jane Doe. Together, answer the following to help prepare you for the role play.

## **Scenario: Joe did not complete a task by the deadline**

Joe and Jane are working on a report that is due today. Joe was assigned the task of writing the executive summary. Unfortunately, Joe has not completed the task.

What is the most appropriate conflict management strategy for Jane to use in this situation? (Choose one)

Compete/Force

Compromise

Avoid/Withdraw

Collaborate/Confront

Accommodate/Smooth

Why did you choose the above conflict management strategy?

: I choose the following conflict management strategy because it fit with the scenario and can help the process go smoothly.

### **Listen and Understand**

How could Jane start the conversation?

: Jane could start the conversation by asking joe,” what about the report you were going to submit today”? .

Describe the purpose of the discussion. Describe the conflict. What questions could Jane ask to determine Joe’s perspective of the situation?

: The main purpose the above discussion is to get the report from joe that he is going to submit to jane but jane found that joe hasn`t completed the report and the conflict rises between both of them as she has given very important task to complete to him . Jane could ask “ What was there more important than the task that I had given to you , is there any problem with you or with any of your family ?”

Write sentences that features the “I” phrase, such as in the example below:

“I feel *[your feeling]* when *[their behaviour]* because *[effects on you]*. I would like *[alternative behaviour]*”.

: I feel like I am having very difficult time when I am studying because I don’t think I will pass this semester . I would like to take a time from this moment and go for a holiday to fresh my mind .

Invent a reason why Joe did not complete the executive summary by the deadline.

: Joe couldn’t complete the task by the deadline because he was crushed between his study load and work load thus he can neither focus on his study nor his work .

How could Jane paraphrase Joe’s reason for missing the deadline to ensure that she understands Joe’s perspective?

: Jane could be deeply sorry to hear hear with what phase joe was going through and saying she isn’t mad at joe for not submitting the report on time .

### **Empathise**

Now that Jane understands Joe’s perspective, how could Jane empathise with Joe? Write a response that shows that Jane identifies with Joe’s emotions.

: Joe , you just have told me you couldn’t give me the report on time , I would have understand that you were having bad time because you have never submitted the report late and you are the most valauable employee of the company . By saying this jane could emoathise with joe’s emotion.

### **Apologise**

Include an apology if it is appropriate.

: I am very sorry jane I couldn’t submit the report time and from now I promise that you aren’t going to receive report late from me , for this time my sincere apologies.

### **Offer Solution**

What question could Jane ask to help build Joe’s involvement with potential solutions?

Jane could ask what do joe need to solve this problem and she could offer solution by sending joe on a vacation with his family .

Come up with a way for Jane and Joe to settle on a solution.

Jane sent joe for a holiday and joe promised to jane it wouldn’t happen after and can settle the situation.

### **Resolution**

How could Jane resolve the conflict? Jane needs to ensure that Joe agrees. Write a response that outlines appreciation for the solution.

Joe was very happy listening jane is sending him on a holiday with his family and he thanked jane for this wonderful solution.

### **Reconciliation**

How could Joe reconcile the relationship and let Jane know that she is important to him?

Joe could apologize to jane and ensure her that it wouldn’t happen after this and continued their friendship as they were bestfriends.

How can Jane let Joe know she is listening while Joe is talking?

By agreeing with what joe said she can let joe understand she is listening.

What could Jane do if Joe started to withdraw from the conflict at any stage?

Jane could be very angry and might broke their long friendship bond if joe withdraw from the conflict at any time.