

RRM3 D268 Task 2

Instructions: Complete and submit this document as your Task 2 for D268.

Instructions for Section A:

First, [watch the “Workplace Conflict” video](#). Then, analyze the video’s interaction by doing the following:

Tip: [See Section 2 \(The Art of Conflict Management and Professional Conversations\) Lesson 4 for information on interpersonal communication behaviors.](#)

<p>A1. For <i>each</i> character (i.e., Raymond & Jenna) you observed in the video, identify 1 or 2 interpersonal communication behaviors that escalated and made the conflict worse. See Section 2: Lessons 4.2-4.5</p> <p><i>Note: The interpersonal communication behaviors could be verbal or nonverbal.</i></p>	<p>Write about Raymond here.</p> <p>Bad attitude.</p>
<p>A1A. How did Raymond’s and Jenna’s behaviors in A1 escalate and make the conflict worse? For each behavior you identified in A1, describe how those identified behaviors escalated and made the conflict worse.</p>	<p>Write about Jenna here.</p> <p>Defensive listening</p>

	<p>Write about Jenna here.</p> <p>When Raymond brings up his frustration with everyone pushing their work onto the nurses. Jenna gets defensive and says ,” I know you’re implying that the nurses work harder than the pharmacists.” She takes Raymond's words as a threat and extrapolates them.</p>
<p>A2. For <i>each</i> of the interpersonal communication behaviors identified in prompt A1, provide an alternative communication behavior that could have been used to de-escalate and make the conflict better. See Section 2: Lesson 4.4-4.11.</p> <p><i>Note: The interpersonal communication behaviors could be verbal or nonverbal.</i></p>	<p>Write about Raymond here.</p> <p>Good attitude.</p>
	<p>Write about Jenna here.</p> <p>Nonreactivity to Inner Experience.</p>
<p>A2A. Describe how each of the identified behaviors in prompt A2 could have been used to de-escalate and make the conflict better.</p>	<p>Write about Raymond here.</p> <p>On the contrary, the conversation would have been more productive if Raymond approached the meeting with a good attitude. Having a good attitude means you have curiosity, openness, acceptance, and love. This would have avoided his closed mind and his dissatisfaction from the beginning.</p>
	<p>Write about Jenna here.</p> <p>Jenna should have practiced nonreactivity to inner experience. By doing this she could’ve become aware of distressing thoughts and</p>

	emotions brought upon by the conversation without responding to them. Doing this would've avoided her defensive listening behavior.
<p align="center">Instructions for Section B:</p> <p>Section B is NOT in the video. Pretend that you are a conflict consultant who will meet privately and separately with Raymond and Jenna to give advice on how they could work through their disagreement. For each of the 5 steps of negotiation listed below, recommend how <i>each</i> of the characters in the video (i.e., Raymond & Jenna) could have spoken or behaved differently to manage and resolve the conflict.</p> <p>Be sure your description for each stage is specific and gives an example of what each character could/should have done.</p> <p>Tip: See Section 2 (The Art of Conflict Management and Professional Conversations) Lesson 3.4 (The Steps of Negotiation 1/2) and 3.5 (The Steps of Negotiation 2/2) and the course videos about the negotiation stages.</p>	
Pre-negotiation	<p>Write here what Raymond should have done</p> <p>In this stage Raymond should've engaged in self-reflection. Doing this would've helped Raymond identify his own biases and emotional distress. This would have helped the meeting get off to a better start.</p>

	<p>Write here what Jenna should have done</p> <p>In this stage Jenna should have identified a clear problem statement. Doing this would've helped Jenna define clear knowledge and understanding of the issues from the beginning of the meeting. This would've helped the meeting from getting derailed into a back and forth.</p>
Opening	<p>Write here what Raymond should have done</p> <p>In this stage Raymond could have improved in a lot of ways. Instead of being open and clear with his opening statement, he came off aggressive. Using language like "Ahhh, yeah." and "Thanks for finally having this meeting." If he would have been objective and clear in his opening statement, it would have led to a friendlier, more productive meeting.</p>
	<p>Write here what Jenna should have done</p> <p>In this stage Jenna responded politely using language like "Hello, good afternoon," and "lets discuss our differences." If there was one thing she could have improved upon it would have been to prepare a more clear opening statement about her specific problems. This would have established clear communication throughout the meeting.</p>

Exploration	<p>Write here what Raymond should have done</p> <p>In this stage, similar to other stages, Raymond should have been more open minded and curious about what Jenna had to say. Not once throughout the meeting did Raymond ask Jenna how she felt about the issues at hand. Being more open minded and curious about what Jenna had to say would have led to a more productive exploration stage.</p>
	<p>Write here what Jenna should have done</p> <p>In this stage, Jenna should have asked more questions to Raymond. Questions like ,”How have the layoffs negatively impacted you?” and , “Why do you feel the nurses are treated unfairly?”. This would’ve helped establish collaboration and common understanding.</p>
Bargaining	<p>Write here what Raymond should have done</p> <p>In this stage Raymond should’ve asked questions like, “How can we work together in a way that is equitable for both of us?” He also should’ve done a better job at voicing what exactly he would like out of the meeting. This would have led to a more productive agreement and resolution.</p>
	<p>Write here what Jenna should have done</p> <p>In this stage Jenna, similar to Raymond, should've asked more questions and established exactly what she would like out of the meeting. This would have led to a more productive agreement and resolution.</p>

Agreement	<p>Write here what Raymond should have done</p> <p>In this stage Raymond should have done a better job at reaching an agreement with Jenna. At the end of the conversation the two did not reach an agreement. By following the instructions I listed for the previous stage, they could have more easily come to a fair and equitable agreement.</p>
	<p>Write here what Jenna should have done</p> <p>In this stage, similar to Raymond, Jenna should have again done a better job at reaching an agreement with Raymond. At the end of the conversation the two did not reach an agreement. By following the instructions I listed for the previous stage, they could have more easily come to a fair and equitable agreement.</p>
<p style="text-align: center;">Instructions for Section C:</p> <p>If sources are used, acknowledge sources—using in-text citations and references—for content that is quoted, paraphrased, or summarized.</p> <p><i>Note:</i> Sources are not required for this assignment unless you are using research to support your claims. If you use research, you must cite in-text and create a reference list. You are encouraged to use the Simple Guide for Citing Sources. You do not have to cite the course materials. Instead, you may introduce the information using a phrase like these: “Course material states” or “Course information explains.” Do not directly quote course materials; paraphrase instead.</p> <p>WRITE REFERENCES HERE, IF APPLICABLE.</p>	

Don't forget to proofread your work with [Grammarly](#). Professional communication is graded.