CONFLICT RESOLUTION SCRIPT – 3 MIN

Jane: “Hey Michael, how are going today

Joe: “Hey Amelia. I’m doing ok”

Jane “I noticed you haven’t turned in your summary. Just wondering why that is because it needed to be completed by today.”

Joe: “Yeah I guess I ran out of time. My bad”

Jane: “We had a good amount of time to get this presentation together. Can you walk me through what happened?”

Joe: “Sorry, I needed to pick up a few extra shifts at my other job and I couldn’t say no.”

Jane: “I understand that it can be stressful to have to pick up more shifts at work. So, you didn’t have a chance to do the summary at all. Am I hearing that correctly?

Joe: “Yeah I didn’t mean to lose track of time but I really needed the money and thought you would understand if I was a little late. I didn’t expect the summary to take so long.”

Jane: “I’ve also had to juggle multiple jobs before and I know how hard it can be. But it’s important that if you have two jobs you prioritise both so you can do them well.”

Joe: “Yeah nah, … nah yeah. I do feel bad that I didn’t tell you about the situation sooner. But I’m not sure how to prioritise.

Jane: “If you need some help with learning how to prioritise your work I can help with scheduling and maybe give you some time management tips?”

Joe: “I appreciate it, but I also have a jam packed schedule and I think that I’ll just need more time in the future.”

Jane: “I can work with your schedule and we can come up with an extension system if necessary. But I need you to work with me on this. Can you do that?”

Joe: “Thankyou for listening to me, I feel like I can trust you. This job means a lot to me.”