



CSE3PPE / CSE5003

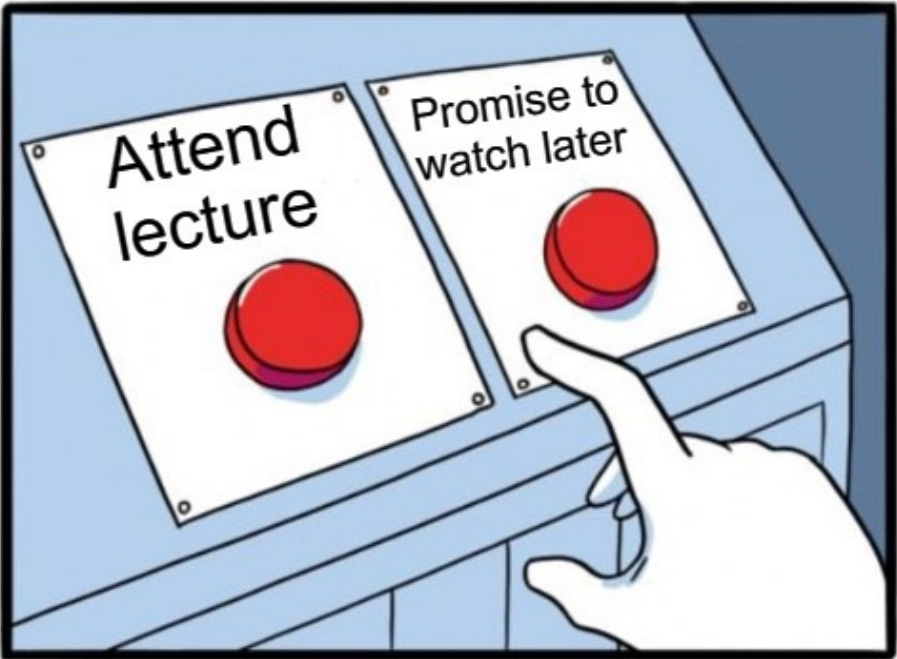
Workshop 11 (week 12)

Semester 1, 2024

**Decision making
and**

Conflict management





What is conflict?

You could say it is a clash of opinions, values, needs or goals.

This can arise when:

- Needs are not met
- Differences of opinion or expressions of different values occur
- A person or group interferes with another's attempts to satisfy their needs, wants or goals

Conflicts can be relatively small or large.

- I wanted takeaway for dinner, but my partner wanted to cook.
- I don't want to go to school today because I am tired, but my parents don't think I am unwell and want me to go.
- I want to take over the natural resources of this land but the current sovereign country refuses to let us do this.

Not all conflicts are equal

1. Discomfort is felt
2. An incident occurs
3. There is an escalation into a misunderstanding
4. Tension arises
5. Crisis can lead to damaged relationships

The crisis is considered to be the climax of a conflict. Behaviour and normal functioning can be seriously affected.

Conflict outcomes

A conflict can be ongoing or short lived. Typically, we aim to resolve conflict. The way we achieve conflict resolution can influence whether things will move on, or risk future conflicts.

The three possible outcomes in conflict resolution can be:

- a. A well-handled resolution
This reduces petty irritations, can improve awareness of self and others
- b. Poorly handled resolution
This can result in destructive outcomes
- c. Resolution is avoided or denied
This can result in things escalating to a more serious level

(Dwyer, Communication for the Professional 5th Edition)

Activity

Spend a few minutes making answering the following:

- With the financial means to support you: where is the one place you would travel to?
- It is your birthday, and you can have your favourite meal of all time, with a number of your favourite guests. What is the meal and how many (state a number) you would invite to join you?
- In your opinion, what is the best mode of transport and which brand/type/model is the best in that form of transport?
 - i.e. Bicycle, Specialised.

Group work

With the answers from the previous activity, decide as a group:

1. The place the group would prefer to travel if money was no barrier.
2. The very best meal to have on your birthday and the ideal group size
3. The best mode of transport, and the best product/brand/model in that mode.

You can only have answer for each question.

Decision making



Crash!

You and a small group (5) of your friends have just crash-landed high in the Aztec Mountains of Peru. You are well above the snow line. It is 11:30am in mid-January.

The plane has been completely destroyed, and the pilot and co-pilot killed. No one else is seriously injured.

The crash came suddenly before the pilot could radio for help or inform anyone of your position. The pilot had been avoiding a storm and was off course. Before crashing, the pilot had mentioned you were eighty miles northwest of a small town, the nearest known habitation.

You are now in a snow-swept wilderness made up of sparse, snow covered rocky outcrops broken by many steep mountains and ravines. The temperature in this area is likely to reach -25oC in the daytime and -40oC at night. You are dressed in winter clothing but for urban wear – suits, pantsuits, street shoes, and overcoats.

No mobiles or computers work.

Crash – part 2

While escaping from the plane you salvaged 15 items.

Your task is to rank these items according to their importance to your survival.
The time is now 12:00 noon.

Compress kit (with gauze)

Ball of steel wool

Newspaper (one per person)

Sectional air map made of plastic

Flashlight/torch with batteries

10 meters of rope

Cigarette lighter (without fluid)

Quart of 85-proof whiskey

Can of shortening (lard/fat)

Family size chocolate bar (1 per person)

Extra shirt and pants for each

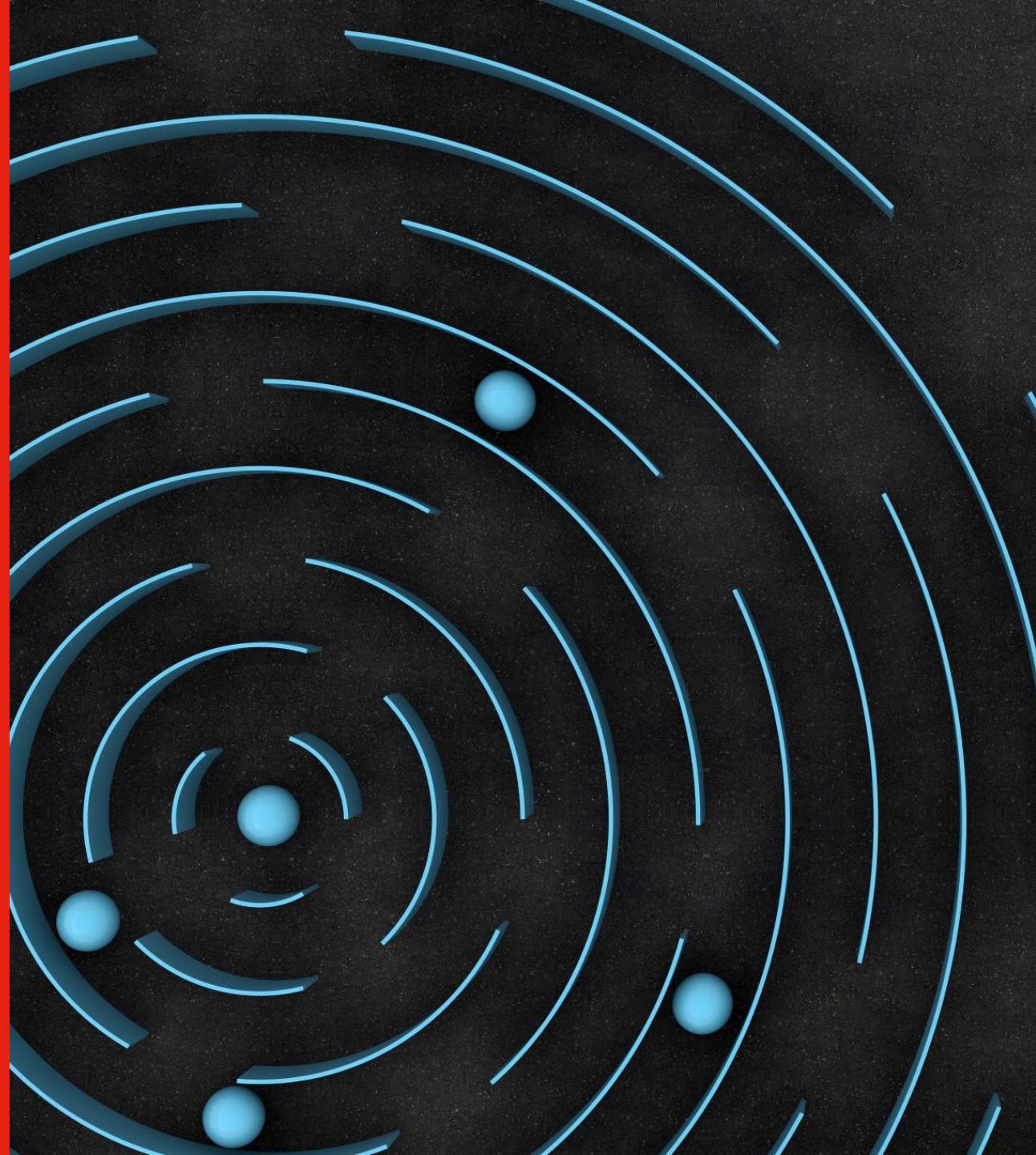
Compass

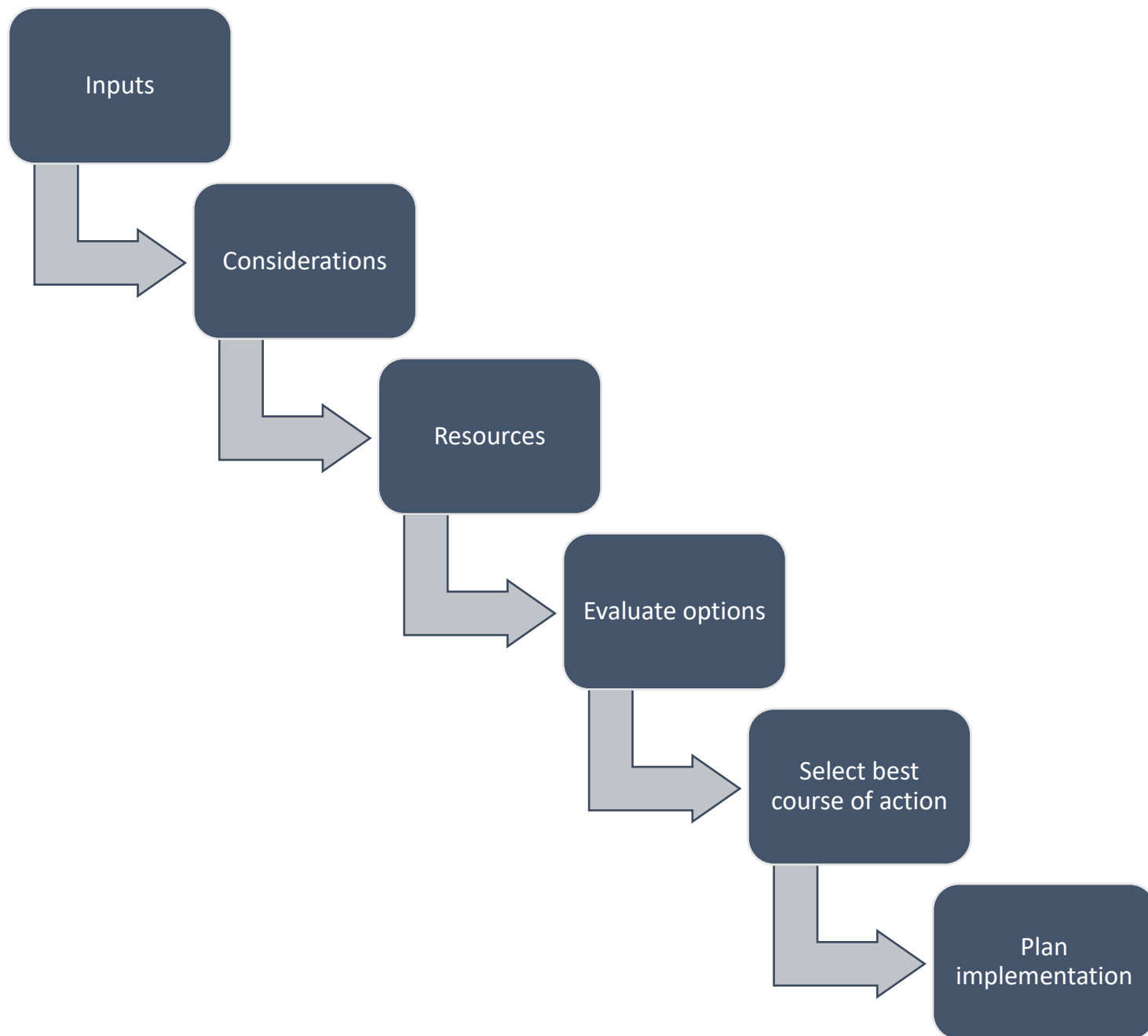
Loaded (6 rounds) .45 calibre pistol

Two ski poles per person

Knife

Decision making process for the professional environment





Professional decision making process

1. Inputs:

Determine the aim or goal in the decision making dilemma. As you do this, consider

- a. Any relevant limitations (such as time) or boundary conditions (company policy)
- b. What might be the minimum, median (or average), and ideal/best outcome?
- c. What is right? This relates to ethical considerations that need to be factored into the decision making process. For this component you can draw on the modules from the ethics section of this subject.

2. Considerations:

List as many possible ways of achieving your aim or outcome as you can. While being realistic on the possibilities, also consider novel or imaginative options as these may inspire creative solutions

Professional decision making process

3. Resources:

Determine the resources available to support the options. This might include staff, their skill levels, information, time availability or limitations, budget considerations, and any other resources or constraints that should be factored in.

1. You will most likely need to acquire information at this stage to better inform the decision making process.
2. Be sure to check your assumptions in this stage: relying on inaccurate information or false assumptions can impact good decision making. Worst, you might rule out an option that might still be a possibility had you accessed the right information.

Professional decision making process

4. Evaluate options

Consider:

- a. Resources you might have available
- b. Time availability
- c. Which options meet (or do not meet) company policy, safety considerations, and ethical considerations
- d. Relevant risks for each option

The evaluation should include an assessment on:

- a. Is it feasible (can it be done?)
- b. Is it effective (how well does it resolve the problem)?
- c. What are the consequences of the option (costs both financial non financial, for example, staff moral, ethical or policy violations)

Professional decision making process

5. Select the best/preferred Course of Action (CoA)

Consider and outline the reasons for the decision based on the information and assessment above

6. Prepare your plan to implement your decision

This means you should transition the decision making process into implementation and the planning required to support this.

Thank you.