

Sample Role Play Scenarios Conflict Resolution

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Sample Role Play Scenarios Conflict

40 Workplace Scenarios. 32) Sally is a manager of customer service for a company in Florida that primarily responds to upscale European American customers using the phone. The company had a policy of not hiring customer workers with a Spanish accent. Sally wonders if the policy is outdated and even slightly racist.

40 Workplace Scenarios | Hugh Fox III

5-minute icebreaker activity. 1. Begin your class with a quick 5-minute workplace scenario challenge. Pick one scenario and read it to the class. You could also show it on a document projector. 2. Get students into small groups to discuss the workplace scenario, key questions and various points of view.

WORKPLACE SCENARIO CARDS - Realityworks

Six Conflict Scenarios in the Workplace By na - Six scenarios on workplace conflict that might be useful to use on your own, or with attendees at conflict management seminars. Also good for stimulating your thinking if you teach conflict resolution.

Exercises and Training Activities To Teach Conflict Management

Absenteeism, high turnover, poor productivity, and even violence can be a result of conflict and contention. It's important that these problems are handled with care. We've highlighted three examples of workplace conflict scenarios and conflict management techniques. 1 | Leadership Conflict. John has been the sales manager for over a year.

3 Common Workplace Conflicts - Scenarios & Resolutions

Role-Play Scenarios—Exercise 15 minutes 21 Active Listening Techniques—Discussion 10 minutes 22 Using the Three Rs of Conflict Management— 10 minutes 23 Exercise from the Book Managing Workplace Conflict Break 10 minutes Show Between You and Me: Solving Conflict Vignettes— 45 minutes* 24 Discussion Posttraining Survey 15 minutes 34

Between You and Me: Solving Conflict - Training Solutions

Role Play - Scenario B Skills building opportunity • Navigating differences which can occur among different case stakeholders, including differences of professional opinion • Exploring potential conflict which arises from these differences. Role 3 - Coach/Lifeline: You will start the role play in an observing role.

Role Play - Scenario A

Role Play #2. Information for the Employee. You are Leon Sawesky, an experienced worker in direct service in one of the largest agencies in the city. You know this field like the back of your hand, and you've been here for years. Yet the supervisor, Raj Chauhan, just here six months, wants to have a little "performance discussion" with you.

Sample role play situation: - Wellesley Institute

Role Play Ideas & Conflict. By acting out their responses in a relatively risk-free environment, employees can test their own comfort levels, while learning from the experiences of others. There are some common conflict situations that lend themselves readily to role playing activities.

Role Play Ideas & Conflict | Chron.com

Role Playing and Sample Situations. The best way to learn assertive behavior is through practice. But not everyone is ready to practice in real life. Below are a number of experiences people may run into that require assertiveness. Try practicing your responses to the situations below with a relative, friend, or advisor who you feel is assertive.

Assertiveness: Role Playing and Sample Situations

Difficult People-- Scenarios #1. John and Mike work in the same department. Mike is a new employee. John has worked at the company for a long time. John and Mike do the same job. They

have the same job title. They have to work together. John likes to do things they way they have always been done. He is very vocal.

Working with Difficult People: Scenarios

Now lets dive into some specific sales role play examples. Sales Role Play Scenario #1 – The “I’m-interested-but” customer. Dealing with common objections. This scenario will allow your new sales hires to get familiar with the most common sales objections they will be faced with on the job.

5 Sales Role Play Examples for Your New Sales Hire

Peer mediation role plays are the most important part of student mediation training. Beyond applying learned conflict resolution skills to real-world scenarios, role play forces mediation professionals to empathize with students outside their own demographic and situation.

10 Ideas for Peer Mediation Role Plays

Workplace Conflict Scenarios Objectives: Participants role-play various approaches to conflicts that might arise in the workplace. Procedure: Read through the scenarios below and with a partner discuss ways to deal with the issues presented. Create a short skit to act out a possible solution to the problem and present for the whole group.

Workplace Conflict Scenarios SCENARIO #1 - Career Puppy

Personal Health Series. Conflict Resolution. Working It Out. Instructions: Use the articles at KidsHealth to research how to communicate your feelings in a positive way. Choose two scenarios from the choices below, identify the conflicts, and role-play the arguments and their resolutions. Remember, a solution doesn't necessarily mean that everyone agrees!

Grades 6 to 8 • Personal Health Series Conflict Resolution

personal conflict from your experience. Be prepared to describe or role play your scenario with the group. As the coach, provide constructive and purposeful feedback to the team member about the issues. As a team member, assume an interactive role by questioning and sharing information.

CAH Coaching Scenarios Revised - University of Nebraska ...

Conflict Resolution and Peer Mediation Toolkit IREX is an international nonprofit organization providing thought leadership and innovative programs to promote positive lasting change globally. We enable local individuals and institutions to build key elements of a vibrant society: quality education, independent media, and strong communities.

Conflict Resolution and Peer Mediation Toolkit - IREX

The teachers act out the Scenario A (2). After watching the role-play, students are asked questions (3) to stimulate a discussion. After a group discussion students are given the ‘conflict resolution steps’ (4) . The students (in groups) are asked to suggest how the main characters in the role play could use these steps to resolve the conflict.

Special School A - Lesson 2: Looking at how to deal with ...

Start by Role-playing easy things before moving onto harder things. We have a list of easy, medium and difficult topics to help Role-playing. Download the Role-playing scenario for kids here and Role-playing scenario for teens here. Role-playing at a neutral time is a great way to deal with conflict resolution.

ROLE-PLAYING - Smarter Parenting

An inventive role play showing a workplace conflict. One, uh, person is considering filing a discrimination suit against her boss after she was fired for being pregnant at work. The video shows the opening statements from both parties, the negotiation phase, and ends with an agreement.

Mediation Role Plays - Mediate.com - Find Mediators

conflict among the employees at the restaurant. Mary did not receive the promotion she felt she

deserved. She decides to deliberately instigate a work slow-down which

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