

- 0:00 [MUSIC] Project day has progressed and your team now has a prototype of the end product.
- 0:14 This prototype has been created in a test area. The test area is an area where there is machinery and materials. It is a smaller version of the area where the finalized product will be manufactured.
- 0:26 When it comes to safety, of course, your company follows best practices. That means that nobody is allowed to enter the test area without wearing protective gear, [NOISE] such as safety glasses. Your stakeholders have been invited to the test area to view the prototype. Each of them is handed their required proactive gear at the door to the test area.
- 0:46 One of your stakeholders refuses to put on the safety glasses. What do you do?
- 0:52 Basically, this scenario is representing some of the different approaches of conflict resolution. A is not the right approach, and represents compromise. In this instance, compromise is not an appropriate response. Next time does not matter if they are injured today. B, is the right approach and represents forcing or competing. It is absolutely appropriate to refuse entry to the test area to an individual who will not follow rules. C represents avoiding or withdrawing from the conflict and it is not an appropriate response to the situation. [SOUND]