Conflict Scenario Assignment

1. Understand the conflict.

A team member is being very belligerent and rude towards team members in meetings and over text. This leads to our team not working well, or quickly together, and creates a hostile environment in meetings.

1. Agree on conflict resolution goals.

The goal is to create a positive work environment where all our team members are comfortable attending and comfortable with offering their ideas.

1. Identify causes of conflict.

There’s no ignoring it. The person does have to be confronted about their attitude. In confronting them you might be able to understand why, sometimes all you need to do is let them know they’re being rude or mean, and things will improve.

1. Potential solutions for conflict.

Solutions for this would be to approach them calmly one on one and confront them about their behavior. I feel ambushing them in a group setting might only agitate them further. When doing this it’s important to stay calm and be direct. Use “I” statements, avoiding saying, “you are rude, annoying, and mean.” And instead putting the emphasis on what their actions are causing you to feel. “I feel very uncomfortable when you call so-and-so names.”

1. Pick desired conflict solution.

Have the one-on-one discussion and come to an understanding of each other’s feelings and how they’ve made the team feel. Offer an ear whenever needed and try to encourage an apology to the team so we can move forward positively.

1. Implement chosen solution.

Have them apologize to the group and move forward with, hopefully, a positive work environment.