**Oral/Interpersonal Communication**

**Chapter 6 Activity: Conflict Management (Scenario 1)**

Instructions: YOU ARE THE PERSON in the scenario below. For EACH of the five conflict styles listed, provide an example of YOUR response that would reflect that style.

**Competing:** By relying on aggression, I win; you lose.

**Avoiding:** By ignoring or not confronting the situation, I lose, and you win.

**Accommodating:** By giving in without much effort, I lose; you win.

**Compromising:** We “settle” and resolve the conflict, but neither gets what we wanted.

**Collaborating:** Most potential for resolving the conflict with both of us benefiting; we both win.

Helpful Graphic: [OI Ch 6 - Conflict Management Overview](https://drive.google.com/file/d/1Qk_an9kfIH-mfNEutgs-ACFfZ1F6CYys/view?usp=sharing)

Scenario 1: *You just bought a new backpack at a well-known sporting goods store. It was expensive, and you anticipated it would last through your college years. The first day you used it the zipper broke. You are now visiting the customer service section of the store and trying to deal with the scenario.*

**Competing Response:** You are going to fix this now. You’re going to give me a replacement with a discount. I don’t deserve to be treated with any less because of how much I paid for this. If you don’t do that I’m going to talk to your manager.

**Avoiding Response:** \*I don’t visit the customer service section.

**Accommodating Response:** I was wondering if y’all would be able to fix my backpack, if not that’s okay, I’ll find a way to fix it on my own.

**Compromising Response:** I was hoping to use the backpack this weekend, but if y’all are willing to pay for the repairs I’ll go that direction regardless of how long it takes.

**Collaborating Response:** If we were able to get my backpack replaced, I would love to give you a great review. I’d also like to talk to your manager and let them know that you were great at helping me resolve my issue.

Choose **TWO** of your responses from the scenario above and indicate what the likely results would be for you and the other party. Apply the concepts from the chapter and the conflict management materials posted in Canvas for this module.

**Response 1 (Identify the conflict style.):** Competing response.

Probable results for you: I get what I want.

Probable results for the other person (people): They get hurt in the process.

**Response 2 (Identify the conflict style.):** Avoiding response.

Probable results for you: I must deal with a broken backpack.

Probable results for the other person (people): They’re undisturbed and they don’t know about possible issues with their backpack.

**Oral/Interpersonal Communication**

**Chapter 6 Activity: Conflict Management (Scenario 2)**

Instructions: YOU ARE THE PERSON in the scenario below. For EACH of the five conflict styles listed, provide an example of YOUR response that would reflect that style.

**Competing:** By relying on aggression, I win; you lose.

**Avoiding:** By ignoring or not confronting the situation, I lose, and you win.

**Accommodating:** By giving in without much effort, I lose; you win.

**Compromising:** We “settle” and resolve the conflict, but neither gets what we wanted.

**Collaborating:** Most potential for resolving the conflict with both of us benefiting; we both win.

Helpful Graphic: [OI Ch 6 - Conflict Management Overview](https://drive.google.com/file/d/1Qk_an9kfIH-mfNEutgs-ACFfZ1F6CYys/view?usp=sharing)

Scenario 2: *A classmate doesn’t have a working car. A few weeks ago, you gave him/her a ride on your way home. You casually said, “If you need a ride sometime, call me.” You were thinking of occasionally, maybe a few times in the semester. Now, the classmate has called three or four times a week to ask for rides to different places.*

**Competing Response:**

**Avoiding Response:**

**Accommodating Response:**

**Compromising Response:**

**Collaborating Response:**

Choose TWO of your responses from the scenario above and indicate what the likely results would be for you and the other party. Apply the concepts from the chapter and the conflict management materials posted in Canvas for this module.

**Response 1 (Identify the conflict style.):**

Probable results for you:

Probable results for the other person (people):

**Response 2 (Identify the conflict style.):**

Probable results for you:

Probable results for the other person (people):

**Oral/Interpersonal Communication**

**Chapter 6 Activity: Conflict Management (Scenario 3)**

Instructions: YOU ARE THE PERSON in the scenario below. For EACH of the five conflict styles listed, provide an example of YOUR response that would reflect that style.

**Competing:** By relying on aggression, I win; you lose.

**Avoiding:** By ignoring or not confronting the situation, I lose, and you win.

**Accommodating:** By giving in without much effort, I lose; you win.

**Compromising:** We “settle” and resolve the conflict, but neither gets what we wanted.

**Collaborating:** Most potential for resolving the conflict with both of us benefiting; we both win.

Helpful Graphic: [OI Ch 6 - Conflict Management Overview](https://drive.google.com/file/d/1Qk_an9kfIH-mfNEutgs-ACFfZ1F6CYys/view?usp=sharing)

Scenario 3: *An instructor continually places his/her hand on the back of your shirt as you work at the computer in the classroom. You are uncomfortable with this.*

**Competing Response:**

**Avoiding Response:**

**Accommodating Response:**

**Compromising Response:**

**Collaborating Response:**

Choose TWO of your responses from the scenario above and indicate what the likely results would be for you and the other party. Apply the concepts from the chapter and the conflict management materials posted in Canvas for this module.

**Response 1 (Identify the conflict style.):**

Probable results for you:

Probable results for the other person (people):

**Response 2 (Identify the conflict style.):**

Probable results for you:

Probable results for the other person (people):

**Oral/Interpersonal Communication**

**Chapter 6 Activity: Conflict Management (Scenario 4)**

Instructions: YOU ARE THE PERSON in the scenario below. For EACH of the five conflict styles listed, provide an example of YOUR response that would reflect that style.

**Competing:** By relying on aggression, I win; you lose.

**Avoiding:** By ignoring or not confronting the situation, I lose, and you win.

**Accommodating:** By giving in without much effort, I lose; you win.

**Compromising:** We “settle” and resolve the conflict, but neither gets what we wanted.

**Collaborating:** Most potential for resolving the conflict with both of us benefiting; we both win.

Helpful Graphic: [OI Ch 6 - Conflict Management Overview](https://drive.google.com/file/d/1Qk_an9kfIH-mfNEutgs-ACFfZ1F6CYys/view?usp=sharing)

Scenario 1: Scenario 4: You are a cashier at a grocery store. As the assistant manager (who is also your mom’s fiancée) closes out your drawer for the evening, you notice him take two $20 bills and slip them into his pocket. Your manager has confronted you several times due to a shortage of money in your drawer.

**Competing Response:**

**Avoiding Response:**

**Accommodating Response:**

**Compromising Response:**

**Collaborating Response:**

Choose TWO of your responses from the scenario above and indicate what the likely results would be for you and the other party. Apply the concepts from the chapter and the conflict management materials posted in Canvas for this module.

**Response 1 (Identify the conflict style.):**

Probable results for you:

Probable results for the other person (people):

**Response 2 (Identify the conflict style.):**

Probable results for you:

Probable results for the other person (people):