210: Understand how to communicate with others within building services engineering  
**Worksheet 8: Conflict resolution**

**Role play activity**

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| On site, you come across two of your company’s apprentices having a very heated argument.  It seems that one of them ‘borrowed’ the other one’s pliers without asking.  The rightful owner spent a long time looking for his pliers, thinking that they were permanently lost.  Neither party appears to be prepared to back down, and the trading of blows looks likely and imminent. | 01 argument.jpg |

**In groups of three discuss the following issues.**

1. **How could you stop the argument escalating, particularly to the point of trading blows?**
2. **How could you ensure that you do not become a part of the argument?**
3. **What conflict resolution techniques could be employed?**
4. **What action would you take if the two people arguing actually started trading blows?**

**NB: There is no definitive right or wrong answer to these questions. How a situation is dealt with will vary due to innumerable factors.**