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Assignment Title: Chapter 4 Role Play: Conflict Resolution

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<ee-role-play-title/>**Conflict Resolution**

<instructions/>

# Introduction

Conflict can occur in an infinite number of ways in an unending array of contexts in micro, mezzo, and macro situations. Disagreements over goals, methods, ideas, or almost any other topic can lead to conflict. Conflict is also a natural outcome of our efforts at advocating for others. And in the best case scenario, conflict can be positive and lead to new ideas and change.

# Objective

In this role play, an administrator and a practitioner at a social services agency attempt to discuss differences in opinion about a policy at their agency in an effective manner.

# Scenario

A conflict is brewing within the staff of the Loving Arms Hospital social work department regarding how to handle a hospital-proposed reduction in patient services. The supervisor, Charlene Diller, is concerned about the apparent split developing over this proposal and arranges a meeting to hear the issues numerous practitioners have raised. One social worker, Ron Barry, has been particularly vocal via e-mail and not surprisingly, is the first to speak up at the meeting.

<supervisor/>

# Notes for the Supervisor, Charlene

In this exercise, you are playing the role of Charlene Diller, the supervisor at the social services agency. A meeting has been called to discuss a proposed hospital policy and you know it will be contentious. Prepare for the meeting by being aware your organization’s theoretical framework and policy/planning strategies.

Ron expresses his concerns first.

1. What types of mezzo and macro skills does Ron use?
2. What skills or strategies can you use in your response to Ron?
3. With what skills and strategies do you feel most comfortable? Why?

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LO: 4-3

Learning Objective Narrative: Utilize effective macro-practice skills, including evaluating results, fund-raising, budgeting, negotiating, mediating, influencing decision makers, needs assessment, planning, and working with coalitions.

LO: EPAS 8-e

Learning Objective Narrative: Facilitate effective transitions and endings that advance mutually agreed-on goals.

A-head: Using Empathy, Interpersonal Skills, and Group Skills in Macro Practice

Bloom's: Apply

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