

## DEALING WITH CONFLICTS IN THE WORKPLACE

In 30 seconds, answer the following questions:

- What is conflict?
- What are some causes of conflict in the workplace?

# Speak Up

TOPICA NATIVE

Watch the video, then answer the given questions in 60 seconds:

- 1. Have you ever had a conflict with your colleague?**
- 2. What happened and how did you deal with it?**

**Video**



► 00:14 / 01:31

Source:  
<http://www.dailymotion.com/video/x3ztq9n>



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# Wear Your Words

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Listen and repeat. Then, choose a word to define.

1. **Disrupt (v)** /dɪs'rʌpt/ \_\_\_\_\_
2. **Oppose (v)** /ə'poʊz/ \_\_\_\_\_
3. **Contrary (adj)** /'ka:ntrəri/ \_\_\_\_\_
4. **Assertive (adj)** /ə'sɜ:tɪv/ \_\_\_\_\_
5. **Clash (n)** /klæʃ/ \_\_\_\_\_
6. **Unpleasant (adj)** /ʌn'pleznt/ \_\_\_\_\_

**Make a sentence using that word.**

**Example:** Demonstrators succeeded in **disrupting** the meeting.



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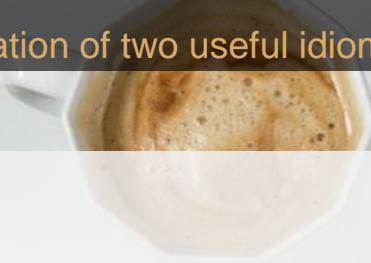


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# Wear Your Words

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Explanation of two useful idioms:



I beg to differ

used to say politely that you do not agree with something that has just been said



As against sth

in contrast with something



## Examples:

- ‘At least she is good at her job.’ ‘Oh, I **beg to differ.**’
- They got 27% of the vote **as against** 32% at the last election.

Make a sentence using one of the given idioms.



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## Structures:

**S + envy + someone + something.**

**S + envy + something.**

### Examples:

- *I envied him his good looks.*
- *She has always envied my success.*

Make a sentence using the given structure.



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**Pair Work:** When people work together, conflict is often unavoidable because of differences in work goals and personal styles. In 180 seconds, discuss with your partner how to handle conflicts in the workplace.

## Suggestions:

- ✓ Talk with the other person
- ✓ Focus on behavior and events, not on personalities
- ✓ Listen carefully
- ✓ Identify points of agreement and disagreement
- ✓ Prioritize the areas of conflict
- ✓ Develop a plan to work on each conflict
- ✓ Follow through on your plan



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# Assessment Form

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Here are some comments on your performance.

Student	Pronunciation	Vocabulary	Grammar
1.			
2.			
3.			
4.			
5.			
6.			

Feel free to ask if you have any questions!



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- ✓ Vocabulary related to conflicts in the workplace
- ✓ **Two idioms:**
  - ✓ **I beg to differ**
  - ✓ **As against something**
- ✓ **Structure:**

**S + envy + someone + something.**

**S + envy + something.**
- ✓ Discussion about how to handle conflicts in the workplace



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# Homework

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Complete your mission and find more in related lessons.

## Your mission

- ✓ Take note of what you need to improve (Vocabulary, Grammar and Pronunciation)
- ✓ Practice the related lessons in the course browser [here \(It doesn't apply to all students\)](#)
- ✓ Take those lessons

## Recommendations

- ✓ [133-business vocabulary \(#0191\)](#)
- ✓ [151-contractions \(#0196\)](#)

Rất hài lòng



Nhấn vào ngôi sao để đánh giá

Tôi hài lòng nhất



Giảng viên



Chất lượng kỹ thuật



Học liệu

- ✓ Please don't forget to rate our lesson today



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