

## Conflict Management

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*Some conflicts cannot be fully resolved, but they can be managed. Read through the following situations, and list ways you would manage the conflict. In other words, how would you deal with the situation in order to reduce your stress, get the work done that needs to be accomplished, and make the situation as pleasant as possible for as many people as possible?*



### **Scenario 1**

You are in a meeting. One of the participants is not paying attention. In fact, she is in the back and is talking to the people around her. She is loud and disruptive. You have asked her to be quiet, but she seems determined to sidetrack the meeting. Other people are starting to lose interest because they can't hear what's going on in front. What will you do or say?

### **Scenario 2**

You are in a restaurant enjoying a holiday meal. A disorderly group is dining at the table next to yours. They have a child who is crying, and everyone is ignoring him. The group arrived just shortly after your party did, so it appears they will be at the restaurant the entire time you are there. What will you do or say?

### **Scenario 3**

You are working late and trying to finish a job. A person who works in your department keeps interrupting you. You are unable to focus on the job at hand. He is very upset about a new policy that is being put into effect at work. He wants you to be in a group to protest the action. You are not concerned about the policy, and you need to get your work done. What will you do or say?

## Dealing With People in Difficult Situations

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### **Situation 1**

You are in charge of a meeting. One person is constantly interrupting you and making comments that are inappropriate. The meeting is stalled and has turned into a complaint session. The agenda is no longer being followed. Write a paragraph about what you would do, including steps you would take to get the meeting back on track.



### **Situation 2**

You are a member of a five-person group that is working on a project. Your grade will be based on the paper your group is to write. One member of your group is not carrying her weight. She does not show up for group meetings and has not done work that was asked of her. When asked to help, she has had excuses that seem reasonable. However, the work must get done. What would you do as an individual member of the group?