# Activity 3: Conflict Resolution Examples

## Part A: Definitions

Match the terms to their definitions by filling in the terms next to the appropriate definition.

|  |  |
| --- | --- |
| Definition | Term |
| 1. See the full picture |  |
| 2. Extend a process |  |
| 3. Admit the truth of something. |  |
| 4. Refuse to change one’s mind about something. |  |
| 5. Impose ideas at the expense of others’ freedom. |  |
| Possible Options | |
| stand firm, authoritarian, concede, prolong, bird’s eye view | |

## Part B: Fill in the Words

Match the terms to their sentences by filling in the terms next to the appropriate sentence.

|  |  |
| --- | --- |
| Sentence | Term |
| 1. \_\_\_\_\_\_ conflict is in no one’s favour. The sooner it is resolved, the better. |  |
| 2. The new management team did not want to \_\_\_\_\_\_ that their latest decision was wrong. |  |
| 3. The company president stated that her organization was \_\_\_\_\_\_ against pressure from the rest of their competitors. |  |
| 4. Some managers can be \_\_\_\_\_\_ due to their frequent usage of the competing style which can make them unpopular among their staff. |  |
| 5. To resolve conflict in the company, the upper management had to take a \_\_\_\_\_\_ of all the departments and the dynamics of their relationships. |  |
| Possible Options | |
| bird’s eye view, standing firm, authoritarian, prolonging, concede | |

## Part C: True/False

Read the text [5 Conflict Management Styles every Manager Must Know](https://www.valamis.com/hub/conflict-management-styles) and mark the following statements as True or False.

|  |
| --- |
| Statements |
| 1. Overuse of the accommodating or avoiding style can make managers look weak and incompetent in the eyes of their staff.   1. True 2. False   2. The competing style can weaken morale and should be avoided at all costs.   1. True 2. False   3. Overuse of the collaborating style can damage relationships in a company.   1. True 2. False   4. The usage of compromise might increase collaboration on future occasions.   1. True 2. False |

## Part D: Reading for the Details

Which one(s) of the accommodating, competing, compromising, avoiding and collaborating styles would you use in the situations below? You can use more than one style in each situation.

|  |
| --- |
| Questions |
| 1. A team member feels strongly about an issue which is not as important for you.   1. Collaborating 2. Accommodating 3. Competing 4. Compromising 5. Avoiding   2. You are in a time-crunch and a decision needs to be reached fast.   1. Collaborating 2. Accommodating 3. Competing 4. Compromising 5. Avoiding   3. It is important that all of the team members are happy with a decision.   1. Collaborating 2. Accommodating 3. Competing 4. Compromising 5. Avoiding   4. Team members are getting emotional, and tempers are rising.   1. Collaborating 2. Accommodating 3. Competing 4. Compromising 5. Avoiding   5. An unpopular decision, such as cutting costs or enforcing rules needs to be made.   1. Collaborating 2. Accommodating 3. Competing 4. Compromising 5. Avoiding |

## Part E: Critical Thinking

Work in groups. Go over each scenario with your group mates. Which conflict management styles would you use in each scenario? Which styles would you avoid?

**Scenario 1:**  
*Your professor has posted an assignment with a due date of only a few days later. You feel you need more time to complete it with the standards you have in mind.*

|  |
| --- |
| Answer(s) |
|  |

**Scenario 2:**  
*You are working on a group assignment. One of your group members is delaying her part due to illness. Your group might miss the assignment deadline as a result.*

|  |
| --- |
| Answer(s) |
|  |

**Scenario 3:**  
*You are working with a classmate on an important project. You have not yet divided your roles and do not know what either member will be doing. The due date is fast approaching.*

|  |
| --- |
| Answer(s) |
|  |

**Scenario 4:**  
*You are doing a group presentation with classmates. You can present any part but decide to do the introduction. Your group mate really wants to do that part as they feel they can significantly contribute to that section.*

|  |
| --- |
| Answer(s) |
|  |

**Scenario 5:**  
*Your professor has set up a meeting with you and is asking you to work harder in the remainder of the semester and improve your marks. She has given you several tips for doing well in her course.*

|  |
| --- |
| Answer(s) |
|  |