

## 4.3 Conflict Resolution

### Resolving Conflicts Worksheet

#### Scenario 1

Sara and Ahmad are working together on a project for one of their courses at college. In their first meeting they planned to have the first part of the project done by the next time they met the following week. Sara was supposed to type the content into the slides of the PowerPoint and Ahmad was supposed to take the pictures for the slides since he is a photography student. When they met the following week, Sara had her part done but Ahmad did not have any pictures for the slides. He did not do his part or let Sara know he didn't have it done before their meeting and this was frustrating for Sara. They had only a short time to do the project and he was not doing his part. Using the 4 steps, what could Sara say to Ahmad.

**Step 1:**

**Step 2:**

**Step 3:**

**Step 4:**

#### Scenario 2

Angela works for ABC Groceries as a cashier. She is disappointed with Laura, a student on placement, because she doesn't help when it's busy at the checkout counter. Laura doesn't watch to see when things are busy and will leave the store to collect carts in the lot. Angela wants to talk to Laura before it turns into a problem with the other cashiers. Using the four steps, what will Angela say to Laura?

**Step 1:**

**Step 2:**

**Step 3:**

**Step 4:**



### Scenario 3

Marcus has been working at UPS for four months. He started driving a delivery truck two weeks ago and has a problem with Tim, one of the loaders. Tim is not stacking the boxes correctly and they shift when Marcus drives his route. Two days ago, three boxes fell on Marcus when he opened the door. He wants to talk to Tim. Using the four steps, what will Marcus say to Tim?

**Step 1:**

**Step 2:**

**Step 3:**

**Step 4:**

### Scenario 4

Stuart and Aidan both work at the Keg restaurant as Prep Chefs in the kitchen. Aidan has been working there for 3 years and Stuart has been at the Keg working for 6 months. Aidan likes to keep his work area clean and uncluttered as he learned that this is important for health and safety as well as productivity in a kitchen. Stuart is not as organized as Aidan and tends to leave his knives out and will use one of Aidan's knives without asking if all his are dirty. Aidan washes his knives after each use and has a special place for them in his workspace. Aidan is angry because sometimes his knives are not where they are supposed to be, or they are dirty and on Stuart's work area and he has to wash them before he can use them. Using the four steps, what will Aidan say to Stuart?

**Step 1:**

**Step 2:**

**Step 3:**

**Step 4:**

