

# ACTIVITY 1

## Conflict Scenarios

Your supervisor called a staff meeting to discuss a major project you will be working on with a coworker. Your supervisor is a “baby boomer” (born 1946-1964), you are “generation X” (born 1965–1980), and your coworker is a “millennial” (born 1981-1999). As the meeting begins, you quickly discover that each employee views the project differently, and has a different work style and ethic. The discussion becomes heated and progress is not being made because of conflicting work styles and communication difficulties between the different generations. How can the conflict be resolved?

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You and a coworker, Juliet, are planning an office birthday for your boss. You have picked out all the decorations and it is time to order the cake. You think your boss would want a chocolate cake, but Juliet insists on ordering an ice cream cake because it is her favorite. The two of you discuss it for awhile, but neither one of you will give in and you are both becoming frustrated. How can this conflict be resolved?

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You work in an office with cubicles. The coworker next to your cubicle, Milton, listens to the radio all morning, which is very distracting for you. When you try to explain your problem to your boss, he tells you he doesn’t have time to deal with it right now. He says that you and Milton need to resolve the problem together. How can this conflict be resolved?

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# ACTIVITY 2

## Conflict Resolution Journaling

After learning the different types of conflict resolution, which technique do you feel most comfortable using? Why?

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How can you begin using these conflict resolution techniques in your life now?

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Can you think of a recent conflict that would have had a more positive outcome if you had used one of the techniques? Describe it and what technique you would use without using anyone's real name.

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How can learning these conflict resolution techniques benefit you when you begin your career?

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What is the most important thing you have learned about conflict resolution in today's lesson?

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