



Activity: Conflict Management

1. In small groups, generate a list of the constructive and destructive effects of conflict in your workplace. You will be given 15 minutes to work on this activity. Present your findings to the class as a whole. The leader will lead a discussion on the topics presented.
2. In small groups, describe a situation when you were dealing with an angry person. Which strategies did you use at the time? How would you modify that behaviour now? One person will present their situation to the class as a whole.
3. In small groups, read the following statements and identify the procedure you would use in dealing with the situation. One group will present their ideas to the class as a whole.
 - a) “That guy really knows how to get to me.”
 - b) “How much more can I take? One of these days I’m really going to let her have it.”
 - c) “She deserved that! I should have told her off long ago.”
 - d) “How many times have I told you? Aren’t you ever going to get it right? What’s the matter with your kind anyway?”
4. Divide into groups of three. Each member is to reflect on a recent conflict which emerged on the job. Discuss the incident, keeping the following questions in mind:
 - a) How was the conflict first discovered?
 - b) Was there negotiation?
 - c) What was the outcome?