

## **Business Communication III**

### **Nature and Types of Conflict**

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#### **Lesson 2.2 WORKSHEET: WHAT DO YOU DO WHEN...?**

Read the scenarios below and write the letter of the response that most closely matches what you would do in the situation. You may find that none of the responses reflects exactly how you would respond, so pick the one closest to what you would do. You can use each letter as many times as you want.

- A. Try to convince someone of your point or stand up for what you believe. Address the problem directly.
- B. Walk away from the situation, ignore the situation, or deny that there is a problem.
- C. Do what others want even if you disagree or if it's not what you want.
- D. Make a quick compromise.
- E. Find a solution that makes everyone happy.

\_\_\_\_\_ 1. Your mother wants you to help her clean the house on Saturday night and you want to go out with your friends.

\_\_\_\_\_ 2. Your best friend always borrows your things and never gives them back.

\_\_\_\_\_ 3. Someone is saying bad things about your friend. You're angry because you know what they are saying isn't true.

\_\_\_\_\_ 4. You think your teacher has been unfair in grading your test. You think your grade should be higher.

\_\_\_\_\_ 5. Your friend always wants to copy your homework and it bothers you because it takes you a very long time to do your assignments.

\_\_\_\_\_ 6. Your friends want to skip school and you don't know what to do. You want to go to school but you don't want your friends to make fun of you.

## Lesson 2.2 HANDOUT: CONFLICT STYLES

**Directions:** Watch each group act out the scenario with a different conflict style. Match the group to the conflict style in the first column. Then fill out how you know in the last column.

Group (1, 2, 3, 4, 5)	Conflict Style	Behavior	Uses	Limitations	How Do You Know?
	<b>Avoiding</b> <ul style="list-style-type: none"> <li>Denying a problem</li> <li>Pretending nothing is wrong</li> </ul>	<ul style="list-style-type: none"> <li>Leaving a situation</li> <li>Holding back feelings and opinions</li> </ul>	<ul style="list-style-type: none"> <li>When confronting seems dangerous</li> <li>When you need more time to prepare</li> </ul>	<ul style="list-style-type: none"> <li>The problem may never be resolved.</li> <li>Emotions may explode later.</li> </ul>	
	<b>Confronting</b> <ul style="list-style-type: none"> <li>Getting what you want no matter what</li> <li>Some people win, some lose</li> </ul>	<ul style="list-style-type: none"> <li>Interrupting/taking over</li> <li>Ignoring others' feelings and ideas</li> <li>Loud tone of voice</li> <li>Sometimes physical violence</li> </ul>	<ul style="list-style-type: none"> <li>When immediate action is needed</li> <li>When you believe in the absolute rightness of your action and don't see any other choice</li> </ul>	<ul style="list-style-type: none"> <li>This style can make people defensive and can make a conflict worse.</li> <li>This style can make it hard for others to express how they feel.</li> </ul>	
	<b>Accommodating</b> <ul style="list-style-type: none"> <li>Giving in to another person's point of view</li> <li>Paying attention to others' concerns and not your own</li> </ul>	<ul style="list-style-type: none"> <li>Apologizing/saying yes to end the conflict</li> <li>Letting others interrupt or ignore your feelings, ideas</li> </ul>	<ul style="list-style-type: none"> <li>When you think you've made a mistake or that you don't really understand the situation</li> <li>When smoothing over is important for keeping a relationship</li> </ul>	<ul style="list-style-type: none"> <li>You may work hard to please others but never be happy yourself.</li> <li>Being nice doesn't always solve the problem.</li> </ul>	
	<b>Compromising</b> <ul style="list-style-type: none"> <li>Each person wins some and loses some</li> </ul>	<ul style="list-style-type: none"> <li>Interest is in finding a solution</li> <li>Show desire to talk about the problem</li> </ul>	<ul style="list-style-type: none"> <li>When you need a fast decision on a small issue</li> <li>When nothing else works</li> </ul>	<ul style="list-style-type: none"> <li>You may fix the immediate conflict but not the bigger problem.</li> <li>Each person may not end up happy.</li> </ul>	
	<b>Problem-Solving</b> <ul style="list-style-type: none"> <li>Finding a solution that makes everyone happy</li> <li>Looking closely at the sources of the conflict</li> </ul>	<ul style="list-style-type: none"> <li>Addressing your feelings, needs, and wants</li> <li>Listening to others</li> </ul>	<ul style="list-style-type: none"> <li>Can make someone who is stubborn move toward resolving a problem</li> </ul>	<ul style="list-style-type: none"> <li>This requires time and good communication skills.</li> </ul>	