Workplace Conflict Scenarios

Objectives: Participants role-play various approaches to conflicts that might arise in the workplace.

Procedure: Read through the scenarios below and with a partner discuss ways to deal with the issues presented. Create a short skit to act out a possible solution to the problem and present for the whole group. Consider if you want your skit to reflect a good choice or a poor choice, but make it as realistic as possible. The other participants will take notes on the scenario to be used for large group discussion.

SCENARIO #1
You arrive late to work only to come face to face with your manager who is upset with your tardiness.

SCENARIO #2
One of the people you work with has heard some juicy gossip about another person and wants to tell you all about it over lunch break.

SCENARIO #3
While your boss is going over today's duties, you receive a text you've been anxiously awaiting.

SCENARIO #4
A person you work with has worn a really strong fragrance, even though you have asked him/her not to because it gives you headaches. You have to work in close contact with this person on a project today.

SCENARIO #5
A co-worker takes your lunch from the workplace refrigerator and finishes eating it just as you come into the break area.

SCENARIO #6
Your boss accuses you of leaving a huge mess in one area because you have a history of not picking up after yourself.

SCENARIO #7
Original Idea! Think of another situation where you might need to deal with a problem at work.

Reflection:
- How did you plan your scenario? Did you base it on real or fictional situations? Why?
- Do you ever foresee any of these situations happening to you in the real workplace? Why or why not?
- How is roleplaying a situation helpful?