

Topic 2: Workplace Conflicts

2.1 Scenarios and Solutions

Scenario 1



You get off on the wrong foot with a new coworker.

They ask you for help responding to a customer inquiry, but you refuse to lend a hand because you are working on a tight deadline and don't want to waste time. There has been tension between you two ever since, and now you need their help on a project, but they're not being very responsive.

How do you recover? Propose 3 solutions:

- 1) _____
- 2) _____
- 3) _____

Write your conversation and role play in class.

Scenario 2



You're frustrated because your colleague in France keeps messaging you at 5am (your time). They send you seemingly urgent requests when you're sleeping or just waking up, and you're sick of being bombarded with 11 requests before you've even sat down at your desk. You get the vibe they don't like you very much and you don't know how to approach them.

How do you recover? Propose 3 solutions:

- 1) _____
- 2) _____
- 3) _____

Write your conversation and role play in class.

Scenario 3



You got a promotion that your friend at work was also gunning for. Now things are awkward between you two. You definitely want to keep the friendship going, but they aren't even speaking to you outside of team meetings.

How do you recover? Propose 3 solutions:

- 1) _____
- 2) _____
- 3) _____

Write your conversation and role play in class.

Answer key

Scenario 1: Proposed Solution

Find a right and approach them and say, "I understand that we got off on the wrong foot. My apologies for that. What I'm trying to resolve is X. Can we have a conversation about that?"

The conversation may be awkward, but that's better than a tense.

Key Focus: It's all about how you approach the situation.

Try to maintain respect in the conversation and understand that it does not mean that you're going to love each other at the end of it. At the end of the day, you are trying to resolve something so that you can move forward and execute on whatever project or plan you need to deliver.

Scenario 2: Proposed Solution

Schedule a time to chat with them via phone or video call. You can start by saying, "Is there any particular reason you send me requests before I'm up? Am I responding to you too late?"

Once you understand *why* they're doing it, you can help them articulate their needs. Maybe they send you 11 messages at 6am because that's right before their lunchtime, and they don't want to forget their questions when they go on break.

Key Focus: Have a candid conversation to ease any tensions long distance can bring.

Scenario 3: Proposed Solution

Go to the person and tell them that you know it's an uncomfortable situation and that you'd like to continue the relationship.

Key Focus: Be proactive. Break the ice. Figure out how to work together.

Important Note: Never apologize for your promotion/moving your career forward. Prepare to be content with the other person's decision if they are no longer interested in continuing the friendship.