

## Conflict Resolution Scenarios – Interpersonal Studies

George works very hard as a restaurant cook and feels the other cooks are not carrying their weight. This is causing conflict among the cooks. George decides to talk about the other cooks with the waitresses. This causes tension and conflict among the employees at the restaurant.

Mary did not receive the promotion she felt she deserved. She decides to deliberately instigate a work slow-down which in turn casts the supervisor in a bad light. As a result, and due to the fact that it was a slow month, all employees' hours have been reduced.

Briana works at a salon. She is jealous that the other stylists have a larger clientele base than she does. She is participating in malicious gossip with her customers about other stylists' work or abilities.

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At her recent doctor's appointment, Susan confided in the nurse about a rather personal matter. After Susan left the doctor's office, the nurse disclosed the confidential information with the other nurses, and her conversation was easily overheard by patients in the waiting room.

Sandra fills out a job application for a position as an executive secretary. She submits a résumé which contains embellished skills, training and experience. She is ultimately selected for the position. She finds herself unable to perform some of the duties as described in the job description and without proper approval, often reassigns her work to the other secretaries. This is causing stress and confusion among the secretaries.

Cynthia, a restaurant owner, tries to save money by cutting corners. She reuses previously served but unutilized food items. John, the busboy, confronts Cynthia about her actions. She threatens to fire him if he does not comply with her unsanitary practices.

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During her recent lunch date with her best friend, Mary, Ann shares personal details about her failed marriage. Their waitress, Shelly, overhears some details of confidential information and shares the information with the other waitresses. Unbeknownst to Shelly, the group of other waitresses includes Ann's daughter.

Roxanne works in a day care center. She has been observed arriving to work late and with a disheveled appearance. The other employees are doing some of Roxanne's duties. When the manager shows up at the day care center, Roxanne often wants to get credit for work she has not performed. This makes the other employees angry.

Mary is a clerk at a clothing store. She enjoys working there and often associates with the other employees during off time. Mary was recently promoted to an assistant manager position. She is having a difficult time asserting her new position with the employees because they are not taking her seriously – they still consider Mary a friend and not a manager.

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You have a job on the weekends at a department store. Your three best friends are shopping in the store and you notice one of them slip a t-shirt under her jacket. You ask her to put it back. She refuses, starts calling you names and storms out of the store. Your boss sees this on the security camera, confronts you and decides to terminate you. He says that you did not follow the store policy and procedures in handling the matter.

You recently purchased a pair of shoes and the store clerk was very rude and unhelpful. You return to the shoe store indicating dissatisfaction concerning your service by the store clerk. You ask to speak to the manager, Bella. Bella then loudly argues with you, and you have a heated argument in full view of all the waiting customers.

You are a cashier at a grocery store. As the assistant manager (who is also your mom's fiancée) is closing out your drawer for the evening, you notice him take two \$20.00 bills and slip them in his pocket. Your manager has confronted you several times due to a shortage of money in your drawer.

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