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**Training Instrument 12-5****Resolving Conflict**

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**CONFLICT PRACTICE SITUATIONS**

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**Class practice situation:** Mary comes back from vacation to discover that her silver frame is missing from her desk. She becomes argumentative and is going from desk to desk, searching through her coworkers' drawers, causing angry outbursts from more than one staff member.

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1. Jeff has a habit of staying out at lunch a little too long. You hadn't really noticed because you are out at lunch at the same time, but Don has noticed because he can't leave for his lunch break until Jeff gets back. You walk back into the office to a situation that is close to a fist fight.
  2. Cathy and David just can't get along. They work in adjoining cubicles and are constantly sniping at each other. You have addressed it, but it doesn't seem to have gotten any better. Now, others in the office are starting to feel they have to take sides and it's creating a hostile atmosphere.
  3. Doris might as well open a store in her office. Every time her daughter's third-grade class has something to sell, she's got boxes of items and tries to sell to anyone who gets even close to her door. Now people are avoiding her office. That's really tricky, since it's next to your office.
  4. You were promoted to manager of a department you've worked in for years. You have a lot of friends in the department and now you are finding that you can't associate with them in the same way you have in the past. Most of them understand, but a few of them are angry, and you even hear murmurs of "too good for us" and "power changed her."
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