

Scenario 1: Meeting Room

BREAKOUT



Person A, one senior manager, needs the large conference room to host a client meeting at the last minute

Person B, another senior manager, previously booked the large conference room for an internal meeting

Person A speaks first...

1. Nominate Person: A, B and O (observer)
2. Person A starts with one conflict style of opening, Person B replies with same or another style
3. Change roles and repeat with different conflict styles and until all five styles have been attempted – observer gives feedback/thoughts/ideas each time



CONFLICT SCENARIOS

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Person A: The Sales Manager

Competing: I'm going to need that conference room for an emergency client meeting.

Accommodating: I know how hard it is for you to get your group together, and I don't want you to have to make any changes. I'll tell my clients to come in another day.

Avoiding: I have clients coming in, and there is no conference room available. This is ridiculous; we really need more conference space around here. I'm going to fill out a suggestion form on it.

Collaborating: I'm in a real bind because I have a group of clients coming in at the same time as your meeting. Can your meeting be rescheduled, or can I help you find another place to get your group together?

Compromising: Can we split the time scheduled for the conference room? You take it for the first hour, and I'll take the second hour.

Person B : The Operations Manager

Competing: I reserved this room a long time ago, and it's not easy to get everyone together. I'm sorry, but I really can't help you.

Accommodating: Hey, clients come first. You take the conference room; my group can meet in the cafeteria. It's no problem, really.

Avoiding: I don't know what to tell you. Maybe the conference room coordinator can give you some suggestions.

Collaborating: I'll do whatever I can to accommodate you. The main thing is that I can't cancel the meeting, but maybe I can rearrange the agenda.

Compromising: Why don't we flip a coin to see who gets the conference room?

