

Scenario 2: Sales Meeting

BREAKOUT



The scene is a private meeting to review your division

Person A, the overall boss, would like to reduce head count

Person B is the division manager affected

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

Scenario 2: Sales Meeting



Person A: The Boss

Competing: Your profits are falling. You need to cut two, maybe three people from your staff to stay within your budget for this year.

Accommodating: What do you need in order to bring profits back up in your area? Should we reduce head count in your area? You tell me.

Avoiding: Profits in your area are really taking a hit. Hey, is that a new suit?

Collaborating: Do you have any ideas about why profits are falling in your area? We need to find a way to turn things around, and I tend to think that reducing head count would help, but I'm interested in your thoughts.

Compromising: Profits are really slipping in your area. I know you don't want to reduce your head count, but if things don't change, we will have no choice. I'll give you until the end of the year to turn things around.

Person B: The Division Manager

Competing: There is no need to reduce head count. I have everything under control. With the changes I've made you will begin to see significant improvement very soon.

Accommodating: I'm open to whatever you think would be best. Just let me know what you want me to do.

Avoiding: With the economy the way it is, the whole industry is suffering. Besides, there's that lousy pricing schedule we got handed from Accounting.

Collaborating: I know we need to react, but I'm not convinced that reducing head count is the answer. I've been looking into some other ideas. Let me put a report together, and maybe we can sit down together and review our options.

Compromising: I don't believe reducing head count is the best way to cut expenses. That would hurt productivity and service levels. If you'll give me a week, I can come up with a plan that I think will make us both happy.

