

Scenario 3: Corrective Review

BREAKOUT



It has been brought to the department manager's attention that a particular employee is chronically late for work.

Person A is the manager

Person B is the employee

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 3: Corrective Review



Person A: The Manager

Competing: You have been late every day this week. I expect to see you here on time from now on.

Accommodating: I don't care what time you come in, as long as you get your work done, but keep in mind that others may feel differently about it.

Avoiding: Did you know that our office hours are 8:30 to 5:00? I was just wondering.

Collaborating: I'm concerned that you are having a hard time getting here by 8:30, and I'm wondering if you realize what kinds of problems it causes the department. I really need you to be here on time. What can I do to help you?

Compromising: I know it's hard for you to get here by 8:30. Can you try to be here by 8:45? When you come in at 9:00 it's really a problem.

Person B: The Employee

Competing: There is really no way that I can be here by 8:30 because I have to take my son to school. I thought I made that clear when I was hired.

Accommodating: I know I've been late a few times, but you don't have to worry. I'll be here on time from now on.

Avoiding: I've noticed that Sally has been taking extended lunch hours.

Collaborating: I really want to be here by 8:30, but I haven't been able to swing it because I have to take my son to school first. I'm trying to arrange some other means of transportation for him. Do you have any suggestions? Do you know of any other employees with the same problem? Maybe we could form a carpool.

Compromising: I'll try to be here earlier, but sometimes it's difficult because I have to take my son to school. If you will let me come in thirty minutes late every day, I will stay late or work Saturdays to make up the time.

