

Scenario 4: Purchase Approval BREAKOUT



Person A, the employee, desperately wants to purchase a new machine for a manufacturing operation

Person B, the boss, is watching capital expenditures very closely

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

