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Workplace Conflict Resolution - Role-Play

Experiment 6 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To practise a respectful discussion of a fictional workplace disagreement.

Principle

Conflict discussion is more constructive when it separates facts, needs and proposals from personal accusations. A workable agreement specifies responsibility and follow-up.

Requirements

- Fictional disagreement over a shared practical timetable or stock-record task.
- Two role cards, neutral observer and agreement sheet.

Procedure

1. State facts

Describe what happened and when without guessing motives.

2. Hear perspectives

Each participant explains their concern without interruption; the listener summarises it.

3. Identify shared goal

Agree on the work outcome both need, such as accurate records or equitable access.

4. Develop options

Offer two or more feasible approaches and check constraints.

5. Agree action

Choose a clear next step, responsible person and review time. Seek supervisor help if the decision exceeds your role.

6. Reflect

Record what reduced tension and what remained unresolved. Do not treat agreement as proof that no further problem exists.

Mental Well-Being Stress and Conflict Management

Observations and Record

Conflict element	Record
Facts / each concern	_____
Shared goal / options	_____
Action / owner / review time	_____
Unresolved item / escalation	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- “The record was not updated by the agreed time” is a factual starting point. “You never care about work” is an accusation that may obstruct discussion.

Result

Record completion, what you noticed and one practical next step. Personal reflections remain private unless you choose to share them; these classroom activities do not establish a diagnosis.

Precautions

- Participation and sharing of personal experiences are voluntary. Use a fictional example when preferred and keep others’ information confidential.
- Stop or adapt an exercise that causes discomfort. Persistent or severe distress should be discussed with the appropriate qualified support service.
- Describe personal observations without claiming that one short exercise treats or cures a mental-health condition.

Viva Questions and Answers

1. Why summarise the other view?

It checks understanding and makes assumptions visible.

2. What makes an agreement reviewable?

A specific action, owner and time.

3. When is a neutral supervisor useful?

When roles, safety or persistent disagreement prevent resolution.

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