**You are the boss – how will you deal with Conflict?**

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| The scenario | Emotions involved | What choices do you have? | What action will have the best consequences? |
| Elisa has a coworker, Sally, who likes to talk about politics. Elisa does not care that much about politics all that much but finds her co-workers political views to be little extreme. Elisa likes her coworker and wants to get along with her. Elisa has thought of just pretending to agree with Sally or telling Sally she would rather talk about other subjects. Today Sally has been very vocal about the recent election and Elisha has reacted by telling Sally to shut up in the staffroom in front of other team members. |  |  |  |
| Ashlee and James both work in accounting. James, while being a proficient worker, tends to wait until the last minute to get his work done. Ashlee works more steadily and keeps on top of her work daily. Ashlee complains to other members of the team that she feels she has to worry now about his work and her own. And, because they rely on each other for certain tasks, she is uncomfortable with waiting until an hour or so before a deadline when they are forced to collaborate.  Because of the conflict, James is missing more work and you suspect it’s because he wants to avoid Ashlee and her wrath. |  |  |  |
| A fellow employee, Phil, has not been contributing equally to complete the normal weekly work at hand. Phil claims he is contributing, but that he is swamped with other work and the emotional aftermath of a bitter divorce. Some fellow workers have come to you because they are upset that he has been so lax. You are good friends with Phil and know he's not lazy but feel that he may be overdramatizing his problems a bit. You brought up the topic with Phil over coffee last night, but he was defensive and maintained his "innocence" he even accused you of not sympathizing with him. |  |  |  |
| Sam has been working at a fast-food restaurant for six months. At his six-month performance review, his supervisor gave him an unsatisfactory rating. He was hoping to ask for a raise but instead became very defensive and demanded to be shown proof of his poor performance. Since the meeting he has started exhibiting a negative attitude at work and bad mouthing the management very publicly to the rest of the staff. |  |  |  |
| Ben works at a bakery and a customer is upset because the cake she ordered is the wrong flavor. The customer is causing a scene, threatens legal action, engages in name calling and is being unreasonable. Ben reacts to her complaints and loses his temper with her in front of the rest of the customers. |  |  |  |
| You walk into the staff room at work and overhear Sarah and jane arguing. “I heard you said you didn’t like me” shouts Jane. “Who told you that?” Sarah shouts back. Jane tells Sarah that the others on her team have told her that Sarah has been calling her names and telling everyone that she doesn’t like Jane. The argument gets heated. |  |  |  |