



RESOLVE THIS CONFLICT!

Directions: Read through the scenario on the conflict card that was given to you. Choose which character in the conflict you will be. Attempt to resolve the conflict with your partner using the conflict resolution skills you just learned.

1. Exchange viewpoints with your partner. Clearly define your side of the problem.
2. Write down your understanding of your partner's perspective. Check with your partner to make sure your interpretation is correct.
3. Work together to create two or three possible solutions to this conflict.
4. Negotiate the fix. Decide on the best solution together. How will you resolve this conflict today?

Conflict Card / Scenario #1

Michelle, the nursing supervisor is irritated because Donna calls in sick at least twice a month. She suspects Donna is faking. She requests a meeting with Donna to discuss her termination.

Donna has suffered from depression since losing her husband two years ago. Some days, she is just too depressed to work, so she calls in sick. She is too ashamed to discuss her depression with her supervisor.

Conflict Card / Scenario #2

Robert, a CNA, feels like he is being exploited. He is always assigned the heaviest patients. He is always willing to help others with their heavy lifting, but he loses it one day after realizing no one is willing to help him.

Rhonda, the charge nurse makes the assignments. She has two CNAs who are pregnant, and one who is recovering from a back injury. Robert is the only Aide who can do the heavy lifting.

Conflict Card / Scenario #3

Janice, the lab tech has been with the company for 10 years. She has seen many employees come and go. She often befriends new employees and then gives them all sorts of negative information about the company and management.

Kelly, a supervisor, overhears Janice telling a new CNA that the company mistreats their nursing assistants and never gives the raises it promises.

Conflict Card / Scenario #4

Tracy, a phlebotomist refuses to work on Saturday for religious reasons.

Rick, complains because he feels Tracy is getting special treatment. He believes all employees should be available to cover weekend hours.

Conflict Card / Scenario #5

Joe, an RN, applied for a position in management but he did not get the job. Lyla, a nurse with a higher degree, but less experience was hired. Joe threatens to sue the company for discrimination against men.

Lyla is offended when she finds out that Joe thinks she got her promotion just because she is a woman. She feels she has worked hard for her advanced degree and is more qualified.

Conflict Card / Scenario #6

Mary has been a nurse for 30 years. She knows her job very well and is set in her routine. Mary refuses to help train new hires because she claims they take up too much of her time and put her behind in her tasks.

Jennifer, a new nurse is feeling frustrated because Mary seems to criticize everything she does, yet refuses to show her how to do things properly.

Conflict Card / Scenario #7

Conflict Card / Scenario #8