**Chapter 7: Managing Conflict**

**Class Activities**

**ACTIVITY 1:  SOURCES OF conflict**

Objective: To help students understand sources of conflict.

Activity: Ask students to gather in small (4-5 person) groups and think of four conflicts they are all familiar with (i.e.g, conflicts they have read or heard about in the news). For each of these conflicts, have students discuss what the potential sources of conflict are, using Table 7.1 below from Levi 5e.

**Table 7.1** Sources of Conflict

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| --- |
| Healthy |
| * Focus on task issues |
| * Legitimate differences of opinion about the task |
| * Differences in values and perspectives |
| * Different expectations about the impact of decisions |
| Unhealthy |
| * Competition over power, rewards, and resources |
| * Conflict between individual and team goals |
| * Poorly run team meetings |
| * Personal grudges from the past |
| * Faulty communications |

**ACTIVITY 2: CONFLICT RESOLUTION APPROACHES**

Objective: To engage students in a role-play to further understand conflict resolution approaches

Activity: Ask the class to come up with a conflict situation that all students could be engaged in, with which they would be comfortable as a class activity. (Instructor may find scenarios on the internet; however, having students come up with a scenario would result in greater interest and engagement). Divide students into groups of 4-5. On slips of paper, write down the five different conflict resolution approaches (section 7.4, Fig. 7.1 Levi 5e) per group. Have students draw out sheet of paper to indicate their assigned conflict resolution approach; they should not share what they received with their group mates. Have students, in their small groups, engage in resolving the conflict using the approach they were assigned. Allow 10-15 minutes for activity.

Discussion: Ask group members if they could identify each other’s approaches. Which approach did they find to be most (in)effective? Is it possible to change one’s “natural” conflict resolution tendency

**ACTIVITY 3: NEGOTIATING CONFLICT**

Objective: To engage students in a role-play to understand how conflict may be negotiated.

Activity: Have students form 6-person groups. Provide each group with the scenario in which two roommates are engaged in a conflict. Specifically, Roommate A has been having friends visit and sleep over frequently, much to the dissatisfaction of Roommate B. Roommate A argues that it is his right to have guests; Roommate B states this is disrupting his ability to concentrate on homework and even his sleep. Both roommates have signed a rental contract to which they are bound for six more months. Financially, neither can leave the situation until the rental contract is up. Have two students in the group role-play the roommates, two members take the role of conflict negotiators, and two be observers. The students role-playing conflict negotiators should utilize the tactics described in Levi 5e for negotiating conflict. Have the observers take notes of the interactions.

Discussion: What did the negotiators do to help resolve the conflict? What tactics seemed effective and not? What did the students role-playing the roommates think about the negotiation tactics?