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Human Resources Advance homeworks

Conflict Resolution Framework

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1, Conflict Analysis (Written Reflection)

- Objective: Identify real-world workplace conflicts and analyse how they were handled.
- Instructions:
- Think of a workplace conflict you have witnessed or experienced.
- Describe the situation:
- Who was involved?
- What was the conflict about?
- How did it escalate?



1. Conflict Analysis (Written Reflection)

- Apply the Conflict Resolution Framework:
- Identify the root cause.
- Explain whether open communication was encouraged.
- Did the parties find common ground? Why or why not?
- What solutions were explored?
- Was there any follow-up?
- Reflect: What could have been done differently to resolve the conflict more effectively?



2.Role-Play Preparation (Practice Exercise)

- Objective: Prepare for a role-playing exercise where you will act as an HR mediator.
- Instructions:
- Choose one of the following conflict scenarios:
- A disagreement between two employees over workload distribution.
- A dispute between a manager and an employee about remote work.
- A personality clash between two team members with different communication styles.



2.Role-Play Preparation (Practice Exercise)

- Write a script for how you, as the HR mediator, would handle the conflict.
- How would you start the conversation?
- What questions would you ask each party?
- How would you encourage open communication?
- What solutions would you propose?
- Be ready to act out your script in the next lesson.
- Format: Bullet points or dialogue format.



3. Research & Best Practices (Critical Thinking)



- Objective: Explore real-world conflict resolution strategies used in organizations.
- Instructions:
- Research one company known for its strong conflict resolution practices (e.g., Google, Zappos, Microsoft).
- Answer the following:
- What conflict resolution methods does this company use?
- How does HR handle disputes between employees?
- What policies or training programs does the company have in place?
- What lessons can be applied to your workplace?
- Provide examples and cite sources.

4. Match the Definition

- Mediation
- Compromise
- Arbitration
- Empathy
- Escalation
- Negotiation
- Resolution
- Bias
- Accountability
- Constructive Feedback

- A. A situation where both parties give up something to reach an agreement.
- B. The process of finding a solution to a disagreement.
- C. The ability to understand and share another person's feelings.
- D. A process where a neutral third party helps resolve a conflict.
- E. A situation where a dispute is taken to a higher authority for intervention.
- F. An impartial third party makes a legally binding decision on a conflict.
- G. An unfair preference for or against a person or group.
- H. A process where two or more parties discuss and attempt to reach an agreement.
- I. The responsibility to take ownership of one's actions.
- J. Providing helpful criticism to improve performance without being negative.



5.Fill in the Blanks

- Use the words below to complete the sentences.
- (Mediation, Compromise, Empathy, Bias, Constructive Feedback, Negotiation, Escalation, Arbitration)
- The HR department arranged a _____ session to help resolve the dispute between the two employees.
- A good HR professional must show _____ to understand the emotions and perspectives of both parties.
- The manager provided _____ instead of harsh criticism to help the employee improve.
- Instead of arguing, the two employees found a _____ that worked for both of them.
- The conflict became worse due to _____, as one employee felt the manager was favoring another team member unfairly.

5.Fill in the Blanks

- If informal discussions fail, the next step is often _____, where the issue is taken to senior management.
- The union and company engaged in _____ to agree on a new policy for remote work.
- Since the employees could not resolve their conflict, an external mediator was called in for _____.



6. Discussion Questions



- How does bias affect conflict resolution in the workplace?
- Can you think of a time when negotiation helped resolve a workplace conflict?
- Why is constructive feedback more effective than criticism?
- When should a conflict be handled through mediation instead of escalation?
- What is the difference between compromise and arbitration?