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Human Resources Advance homeworks

Conflict Resolution Framework 3

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1, Advanced Fill in the Gap Vocabulary Exercise

- Instructions:
- Complete the sentences using the correct words from the vocabulary list.

• Vocabulary List:

- Facilitation
- Dispute
- Intervention
- Retaliation
- Resolution
- Miscommunication
- Workplace dynamics
- Conflict escalation
- Mediation
- Constructive criticism

- Poor communication between departments often leads to _____, where misunderstandings cause tension.
- HR conducted a _____ session to assist two employees in resolving their disagreement.
- Instead of handling the issue calmly, one employee responded with _____, which made the situation worse.
- Managers should focus on _____ rather than negative feedback to help employees improve.
- When a conflict gets out of control, HR must step in for _____ to prevent further damage.
- Strong _____ is essential for maintaining a positive work environment and team collaboration.
- A neutral third party can be brought in for _____ to help employees express their concerns openly.
- If an issue is not managed properly, it can lead to _____, where minor disagreements turn into major conflicts.
- The HR manager encouraged open dialogue to find a fair _____ to the ongoing problem.
- The two employees were involved in a _____ over the division of responsibilities on their project.

2.Conflict Resolution Vocabulary Categorization

- Instructions:
- Sort the vocabulary words into the correct categories:

- Vocabulary Words:
- Arbitration
- Bias
- Mediation
- Compromise
- Empathy
- Facilitation
- Escalation
- Constructive feedback
- Workplace dynamics
- Grievance

- Categories:

Conflict Resolution Strategies	Workplace Issues	Communication Skills



3. Writing Practice – Conflict Resolution Case Study Analysis

Read the following workplace conflict scenario and answer the questions in 150–200 words.

Scenario:

Two employees, Alex and Jordan, have been arguing over their shared project responsibilities. Alex believes that Jordan is not contributing enough, while Jordan feels that Alex is overly controlling and dismissive of his ideas. The conflict has caused tension in the team, and a manager has noticed a decline in their productivity.

The HR department steps in and arranges a mediation session, encouraging both employees to express their perspectives. During the discussion, it is revealed that a miscommunication about task assignments led to the misunderstanding. After some negotiation, Alex and Jordan agree on a more balanced division of work. HR provides them with constructive feedback on how to communicate more effectively moving forward.



3. Writing Practice – Conflict Resolution Case Study Analysis

Questions:

1. What were the main causes of the conflict?
2. What conflict resolution strategies were used?
3. How did HR help improve the situation?
4. What could Alex and Jordan do in the future to prevent similar conflicts?



4. Writing a Conflict Resolution Policy

Imagine you are an HR manager creating a Workplace Conflict Resolution Policy for your company. Write a short policy document (200–300 words) outlining the steps employees should take when conflicts arise.

Your policy should include:

- A brief introduction on why conflict resolution is important.
- A step-by-step process employees should follow to address workplace conflicts.
- The role of HR in conflict resolution.
- The importance of maintaining a professional and respectful work environment.

