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Human Resources Advance homeworks

Conflict Resolution Framework 2

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1, Conflict Analysis (Written Reflection)

- Objective: Demonstrate understanding of conflict resolution vocabulary by using it in real-world HR scenarios.
- Instructions:
- Write a short fictional workplace conflict scenario (200–300 words).
- Use at least 10 vocabulary words from the list below:



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1. Conflict Analysis (Written Reflection)

- Vocabulary List:
- Mediation
- Arbitration
- Escalation
- Negotiation
- Compromise
- Resolution
- Bias
- Empathy
- Constructive feedback
- Accountability
- Miscommunication
- Workplace dynamics
- Facilitation
- Dispute
- Grievance



1. Conflict Analysis (Written Reflection)

- Highlight or underline the vocabulary words in your writing.
- Conclude your response with a short reflection:
- What HR actions should be taken in this situation?
- *Example Scenario (Partial Response):*
- ***Two employees, Mark and Lisa, are in a dispute over workload distribution. Mark believes Lisa is not contributing enough, while Lisa feels Mark is micromanaging her. The conflict has led to escalation, as both have filed a grievance with HR. The HR manager steps in to initiate mediation and encourages open discussion. After understanding both perspectives, they facilitate a compromise, ensuring tasks are fairly distributed moving forward. The HR team also provides constructive feedback on communication to prevent future misunderstandings.***



2.Fill the blaks

- Fill in the blanks with the correct words from the vocabulary list below.

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

- When two employees cannot resolve a dispute on their own, HR may step in to facilitate _____, where a neutral third party helps them communicate effectively.
- The disagreement between the manager and the employee got worse, leading to the _____ of the issue to senior leadership.
- To avoid further tension, both parties agreed to a _____, where each side made small sacrifices to reach a fair agreement.
- HR professionals must show _____ to understand the emotions and perspectives of each party involved in a dispute.
- When an employee feels unfairly treated, they have the right to file a formal _____ with HR.



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- Instead of assigning blame, managers should provide _____ to help employees improve their performance and behavior.
- A legally binding decision made by an impartial third party to resolve a workplace dispute is called _____.
- If HR shows _____ by favoring one side over another, employees may lose trust in the conflict resolution process.
- The two companies engaged in _____ to reach an agreement on the terms of their business partnership.
- The HR manager successfully guided the employees toward a positive _____, ensuring the conflict was fully resolved.





3. Multiple Choice Fill-in-the-Gap

- Choose the correct word from the options provided to complete each sentence.
- When employees are unable to reach an agreement, HR often facilitates a process called _____.
- a) Bias
- b) Mediation
- c) Escalation
- If a conflict is not resolved at a lower level, it may require _____ to upper management.
- a) Arbitration
- b) Escalation
- c) Empathy
- A fair workplace should not have any _____, as it can lead to favoritism and unfair treatment.
- a) Bias
- b) Resolution
- c) Compromise

3. Multiple Choice Fill-in-the-Gap



- When conflicts are severe, companies may use _____, where a third party makes a final legal decision.
- a) Mediation
- b) Arbitration
- c) Negotiation
- Employees are encouraged to engage in _____ to find mutually beneficial solutions.
- a) Negotiation
- b) Grievance
- c) Bias

4.Fill in the Gaps with Vocabulary Words

Read the case study and complete the missing words using vocabulary from the list.

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

Case Study:

Sarah and James, two employees on the same team, were having difficulty agreeing on how to divide their project tasks. Sarah felt that James was not doing his fair share of the work, while James believed that Sarah was not respecting his ideas.

Their manager noticed the tension and decided to step in. Instead of taking sides and showing (1) _____, the manager arranged a (2) _____ session to allow both employees to express their concerns in a neutral environment.

During the session, the HR representative encouraged both employees to show (3) _____ by understanding each other's perspectives. After discussing their concerns, they reached a (4) _____, where James agreed to take on more tasks, while Sarah promised to be more open to his suggestions.

To ensure ongoing improvement, the HR representative provided (5) _____, advising both employees on better communication strategies. By addressing the issue early, they prevented (6) _____ of the conflict to senior management. In the end, the situation had a positive (7) _____, and Sarah and James continued to work together productively.