

# Managing Conflict Role-Playing

## Activity Summary

- In this activity students will:
- ♦ Prepare a script of a conflict situation in the workplace
  - ♦ Role-play the script
  - ♦ Peer-assess role-playing scenarios

## Prior Knowledge

- **Essential Skills**
- Conflict Management Theory

## Teaching Planning Notes

- Review assignment including prior knowledge required and assessment and evaluation tools
- Provide students with several resources that discuss conflict resolution
- Provide students with a sample of a simple script
- Provide students with ample space for practicing role-playing (outside)
- Provide feedback and guidance during script writing and role-playing practices
- Create a sign-up sheet for role-playing dates

## Assessment of Student Achievement

Task	Tool / Type
Script Writing	Conflict – Says Who? Script Assessment Tool (Formative)
Role-playing	Conflict – Says Who? Role-Play Rubric (Summative)
Peer Review	Conflict – Says Who? Peer Review Tool (Formative)

## Activities and Assessment Materials

- Managing Conflict Role-playing Assignment Sheet
- Script Writing Assessment Tool
- Role-playing Rubric
- Peer Review Tool



## FOCUS ON LEARNING

### Essential Skills:

#### Writing

Script Writing

#### Thinking Skills

Script Writing

Role-playing

Peer Review

#### Oral Communication

Script Writing

Role-playing

#### Reading Text

Script Writing

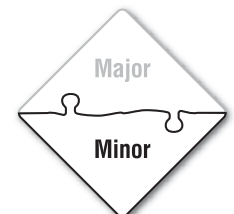
#### Working with Others

Script Writing

Role-playing

#### Document Use

Peer Review Tool



## Curriculum Linkages For Ontario Educators

**Essential Skills** truly are everywhere and as teachers we are always teaching students the **Essential Skills!** As subject teachers and specialists, we know that many of the curriculum expectations we are accountable to teach and assess, also address the **Essential Skills** and while the linkages are not always readily apparent, the linkages exist nonetheless.

While this activity connects to a variety of courses it is most closely aligned to the following course(s):

- Organizational Studies: Organizational Behaviour and Human Resources – BOH 4M

To assist you, the teacher, in making more transparent linkages, we have identified the following curriculum linkages for this activity.

### Organizational Studies: Organizational Behaviour and Human Resources – BOH 4M

Coded Overall Expectations	Coded Specific Expectations
OLV.04 - demonstrate the use of appropriate communication techniques related to business management.	OL4.03 - demonstrate appropriate presentation techniques for both groups and individuals.
OLV.05 - evaluate the strategies used by individuals and organizations to manage stress and conflict.	OL5.02 - demonstrate an understanding of organizational factors that affect stress in the workplace (e.g., organizational conditions, negotiation and intervention techniques).
	OL5.03 - evaluate individual conflict-management styles and their impact on a situation (e.g., avoidance, accommodation, compromise).

# Conflict - Says Who?

## Introduction

As we learned in previous lessons, when handled well, substantive conflict can be healthy for organizations. It can often increase the productivity of a group because ideas are tested and evaluated based on their merits, using evidence, logic and reasoning, rather than accepted as the way things have always been done. This can lead to positive change. Disagreements based on substantive conflict can be a result of differences over:

- Procedures
- Ideas/opinions
- Reasoning process



We also learned about five conflict management styles used to resolve conflicts (avoidance, accommodation, authoritative, compromise, and collaboration).

## Assignment

### Part A: Script Writing



Working with a partner you will write a script depicting a conflict scenario at the workplace. This conflict can be between a boss and an employee or two co-workers of equal status. This conflict is substantive in nature and the root of the conflict is based on one individual not using one or several **Essential Skills** effectively.

### Part B: Role-playing

Rehearse your script as much as possible so you are convincing to the audience. Your performance will be based on the script itself and on your ability to convince the audience that this could be a real situation.

### Part C: Peer Assessment Tool

Using the peer assessment tool, you will be identifying the situation, the individuals, what **Essential Skills** are instrumental in this conflict and what type of conflict management style is used to resolve the situation.

# Conflict - Says Who? Script Assessment Tool

CRITERIA	GUIDING QUESTIONS	CONTINUUM 1 = LIMITED / 5 = THOROUGH				
<b>Ideas</b>	Did you and your partner independently (without help from your teacher) identify multiple and realistic conflict situations?	1	2	3	4	5
<b>Organization</b>	Did you create a clear plan for organizing the script? Can you independently talk about this plan?	1	2	3	4	5
<b>Content</b>	Do you understand the main theme and the target audience?	1	2	3	4	5
<b>Mechanical Application</b>	Did you take care in producing a readable script?	1	2	3	4	5

# Conflict - Says Who? Role-Play Rubric

Role-playing is not just a verbal dialogue. Non-verbal communication is critical to excellent role plays.

CATEGORIES/ CRITERIA	LEVEL 1 (50-59%)	LEVEL 2 (60-69%)	LEVEL 3 (70-79%)	LEVEL 4 (80-100%)
<b>Knowledge and Understanding</b> Demonstrates an understanding of organizational factors that cause stress in the workplace.	Limited	Somewhat	Considerable	Thorough
<b>Thinking and Inquiry</b> Effectively uses creative thinking skills to demonstrate stress and conflict in the workplace.	Limited	Moderate	Considerable	High Degree
<b>Communication</b> Effectively communicates ideas and information.  Effectively uses various forms of communication (body language, vocal emphasis, etc.)  Effectively communicates for target audience and purpose.	Limited  Limited  Limited	Somewhat  Somewhat  Somewhat	Considerable  Considerable  Considerable	Thorough  Thorough  Thorough

**Note:** A student whose achievement is below Level 1 (50%) has not met the expectations for this assignment or activity.

# Conflict - Says Who? Peer Review Tool

Watch your peers' role-play scenarios carefully and complete the chart below. Completing this chart thoughtfully will help you when you have case studies on our next test and the final exam!

GROUP MEMBERS' NAMES	ACTORS' RELATIONSHIP	SITUATION	POORLY DEVELOPED <i>Essential Skill(s)</i> THAT LED TO CONFLICT	RESOLUTION STYLE (DESCRIBE)
Sam and Erin	Boss and employee	Employee made an error in procedures	Reading Text	Compromise through encouraging employee to participate in literacy training