

# Handout

<b>Title of activity</b>	Conflict Solving Rally					
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<b>Related modules</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
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## **Appendix 1: Model Conflict Scenarios**

### **Conflict Scenario 1:**

#### *Workplace Miscommunication and Project Deadline*

Context: In a busy marketing agency, there's a team of creative professionals working on a high-profile client project. The project is nearing its deadline, and there's a lot of pressure to deliver high-quality work on time. The team consists of designers, copywriters, and project managers who need to collaborate closely to ensure the project's success.

Conflict Description: The conflict arises due to a miscommunication between the design team and the copywriting team regarding the project requirements and deadlines. The designers have created visually appealing materials based on an initial brief they received. However, the copywriting team was not aware of the changes made during the design process. As a result, the copy provided by the writers does not align with the visuals created by the designers.

### **Conflict Scenario 2:**

#### *Cultural Misunderstanding in a Multicultural Workplace*

Context: In a global tech company, employees from diverse cultural backgrounds collaborate on a critical project. The team includes members from Western countries, Eastern cultures, and various regions in between. The project involves creating a marketing campaign to launch a new product in international markets.

Conflict Description: A conflict arises due to cultural misunderstandings within the team. During a brainstorming session, members from Western cultures express their ideas assertively and directly. However, some team members from Eastern cultures find this approach disrespectful and confrontational. They interpret the directness as rudeness and lack of respect for hierarchy, leading to discomfort and reluctance to contribute to the discussion.

### **Conflict Scenario 3:**

#### *Misalignment of Personal Values and Organizational Values*



Context: In a non-profit organization dedicated to environmental conservation, an employee named Sarah is deeply passionate about animal rights. She strongly believes in direct action and animal liberation. The organization, on the other hand, primarily focuses on policy advocacy and sustainable practices. The conflict arises when Sarah's personal values, centred around radical activism, clash with the organization's more moderate, legally compliant approach.

Conflict Description: Sarah, motivated by her personal beliefs, starts advocating for aggressive protest strategies and direct action campaigns during team meetings. She becomes frustrated when her suggestions are consistently dismissed by the management, as they do not align with the organization's mission and legal boundaries. This misalignment of personal values and organizational values leads to tension and conflict within the team.

#### **Conflict Scenario 4:**

##### *Spreading Misinformation During a Health Crisis*

Context: During a public health crisis, such as a pandemic, misinformation spreads rapidly through social media and other online platforms. In this scenario, a false claim emerges: a widely circulated message asserts that consuming a specific household product can prevent or cure the disease. The misinformation gains traction, leading to confusion and panic among the public.

Conflict Description: As the misinformation spreads, people become divided into two groups: those who believe the false claim and those who remain sceptical. The conflict arises between these groups, causing tension and disagreement. Those who believe the misinformation advocate for its use, while sceptics, including health professionals, refute the claim, leading to heated debates and mistrust among community members.

#### **Conflict Scenario 5:**

##### *Social Needs in a Residential Community*

Context: In a close-knit residential community, there is a conflict brewing among residents regarding the use of communal spaces. The community has a shared clubhouse, garden, and playground meant for everyone's use. However, a conflict arises due to differing social needs and preferences regarding these spaces.

Conflict Description: Some residents, especially families with young children, prefer to use the communal spaces for family-oriented activities and events. They want a quiet and safe environment for their children to play and interact. On the other hand, young professionals and singles in the community view these spaces as social hubs. They wish to host parties, gatherings, and events, creating a lively atmosphere. The conflict arises as these two groups clash over the usage patterns of the communal spaces.