

E-learning Module: Conflict Resolution: A Manager's Guide

Slide 1.1: Title Slide

Visuals:

- Opening screen with the course title: Conflict Resolution: A Manager's Guide
- The screen has First Name and Last Name Text Entry Fields and Submit Button.
- Background is a partially transparent office scene.

Error Layer: Please enter your first and last name and then click “Submit” to start the course.

Script: Narrator: Welcome to Conflict Resolution: A Manager's Guide. Enter your first and last name and click submit to continue.

Slide 1.2 Meet Mentor

Visuals:

- HR Business Partner Jane completes a motion path to the right of the screen and then changes states to explaining after the motion path concludes.
- There is a text bubble for Jane that reads “Nice to meet you, FirstName, I'm Jane, your HR Business Partner. Press the “Help” Button at any time for guidance in navigating the scenarios.”
- Background is a partially transparent office scene.

Script: Narrator: In this training, you will step into the role of a manager tasked with resolving various conflicts between employees. You will be presented with different scenarios and multiple options to address each conflict. Your decisions will lead to different consequences, and you will receive feedback on your choices. Throughout the course, you can ask for help from Jane, our HR Business Partner, who will provide you with guidance and best practices. Let's get started!

Slide 1.3 Conflicting Priorities

Visuals:

- Office setting with two employees, Mark and Susan, having a heated discussion.
- Three clickable options for the manager's decision.

Script: Narrator: Mark and Susan are arguing over the allocation of resources for their projects. Mark believes his project should take precedence, while Susan disagrees. How will you handle this situation?

Option 1: Side with Mark and allocate more resources to his project.

Option 2: Side with Susan and allocate more resources to her project.

Option 3: Arrange a meeting to understand both perspectives.

Consequences Layers:

- **Option 1:** You side with Mark. Susan feels undervalued and becomes disengaged, leading to a decrease in productivity. This was not the best approach.
- **Option 2:** You side with Susan. Mark feels frustrated and unappreciated, causing tension in the team. This was not the best approach.
- **Option 3 (Correct):** By understanding both perspectives, you find a balanced solution that satisfies both employees. Well done!

Jane's Help Layer: When dealing with conflicting priorities, it's important to understand both sides. Encourage open communication and seek a solution that aligns with the overall goals of the team and organization.

Slide 1.4 Conflicting Perspectives

Visuals:

- Office setting with two employees, John and Lisa, having a disagreement about a new policy.
- Three clickable options for the manager's decision.

Script: Narrator: John and Lisa have different views on a new policy. John feels it's beneficial, while Lisa believes it will create more work without added value. How will you address this conflict?

Option 1: Enforce the policy without further discussion.

Option 2: Disregard the policy to avoid conflict.

Option 3: Facilitate a discussion to explore the pros and cons of the policy.

Consequences Layers:

- **Option 1:** You enforce the policy without discussion. Lisa feels unheard and becomes resistant to future changes. This was not the best approach.
- **Option 2:** You disregard the policy. This creates inconsistency and confusion in the team. This was not the best approach.
- **Option 3 (Correct):** By exploring the pros and cons, you address concerns and build consensus, leading to a more cohesive implementation. Well done!

Jane's Help Layer: Conflicting perspectives can be challenging. It's important to facilitate discussions where all viewpoints are considered. This approach fosters understanding and cooperation.

Slide 1.5 Conflicting Assumptions

Visuals:

- Office setting with two employees, Alex and Jordan, having a misunderstanding about project responsibilities.
- Three clickable options for the manager's decision.

Script: Narrator: Alex and Jordan have a misunderstanding about their project responsibilities, leading to missed deadlines. How will you resolve this conflict?

Option 1: Assign blame to one of the employees.

Option 2: Ignore the issue and hope it resolves itself.

Option 3: Clarify roles and responsibilities for the project.

Consequences Layers:

- **Option 1:** You chose to assign blame. This creates resentment and further conflicts. This was not the best approach.
- **Option 2:** You ignore the issue. The misunderstanding continues, leading to more missed deadlines. This was not the best approach.
- **Option 3 (Correct):** You clarify roles and responsibilities, establishing clear communication and preventing further misunderstandings. Well done!

Jane's Help Layer: Misunderstandings often arise from unclear roles and responsibilities. Ensure that everyone knows their tasks and establish clear communication to prevent such conflicts.

Slide 1.6 Conflicting Tolerances

Visuals:

- Office setting with two employees, Emily and David, having different comfort levels with conflict.
- Three clickable options for the manager's decision.

Script: Narrator: Emily is comfortable addressing conflicts directly, while David prefers to avoid them. This difference is causing tension in their collaboration. How will you manage this situation?

Option 1: Encourage David to adopt Emily's approach.

Option 2: Encourage Emily to adopt David's approach.

Option 3: Find a middle ground that respects both employees' comfort levels.

Consequences Layers:

- **Option 1:** You encourage Emily to adopt David's approach. Emily feels frustrated and stifled. This was not the best approach.
- **Option 2:** You encourage David to adopt Emily's approach. David feels pressured and uncomfortable. This was not the best approach."
- **Option 3 (Correct):** You chose to find a middle ground, promoting a more harmonious work environment. Well done!

Jane's Help Layer: It's important to recognize and respect different tolerances for conflict. Finding a middle ground that works for both parties can lead to a more effective resolution.

Slide 1.7 Conclusion Scene

Visuals:

- Background is a partially transparent office scene.
- Course Recap text box in the center of the screen with key points that appear on cue with the script:
 - Understand both sides
 - Facilitate discussions
 - Clarify roles and responsibilities
 - Respect different comfort levels

Script: Narrator: Congratulations! You have completed the Conflict Resolution course. Remember these best practices when resolving conflicts:

- **Understand Both Sides:** Encourage open communication to understand all perspectives involved in the conflict. This helps in identifying the root cause and finding a balanced solution.
- **Facilitate Discussions:** Facilitate discussions where conflicting parties can express their views and listen to each other. This promotes mutual understanding and respect.
- **Clarify Roles and Responsibilities:** Ensure that all team members have a clear understanding of their roles and responsibilities to prevent misunderstandings.
- **Respect Different Comfort Levels:** Acknowledge that employees have different comfort levels with conflict. Find a middle ground that respects these differences and promotes a harmonious work environment.

Thank you for participating and good luck in managing conflicts effectively.