

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-evaluate role-playing scenarios

Prior Knowledge

- **Essential Skills**
- Conflict Management Theory

Teaching Planning Notes

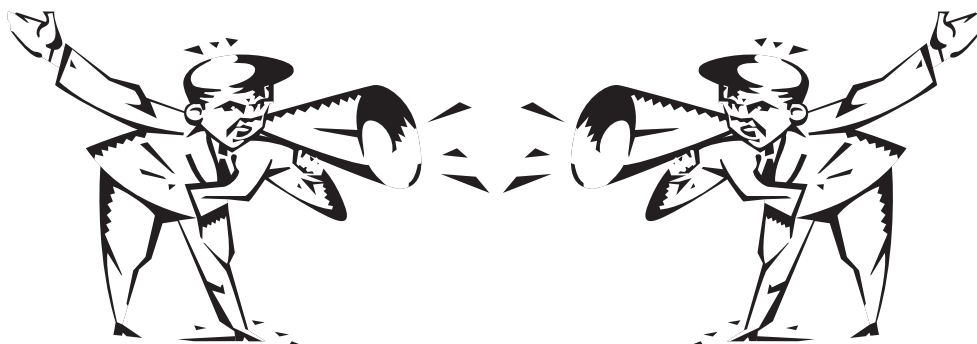
- Review assignment including prior knowledge required and rubric
- Provide students with several resources that discuss conflict resolution
- Provide students with a sample of a simple script
- Provide students with ample space for practicing role-playing (outside)
- Provide feedback and guidance during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

Assessment and Evaluation of Student Achievement

Task	Tool
Script Writing	Evaluation Sheet
Role-playing	Rubric
Peer Evaluation	Formative

Activities and Evaluation Materials

- Managing Conflict Role-playing Assignment Sheet
- Script Writing Evaluation Sheet
- Role-playing Rubric
- Peer Evaluation Sheet



FOCUS ON LEARNING

Essential Skills:

Writing

Script Writing

Thinking Skills

Script Writing

Role-playing

Peer Evaluation

Oral Communication

Script Writing

Role-playing

Reading Text

Script Writing

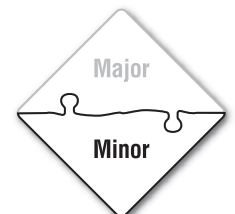
Working with Others

Script Writing

Role-playing

Document Use

Peer Evaluation Sheet



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 Evaluation

Using the peer evaluation sheet, 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 Evaluation Sheet

CRITERIA	GUIDING QUESTIONS	EVALUATION SCALE 1 = LEAST / 5 = MOST				
Ideas	Did you and your partner independently (without help from your teacher) identify multiple and realistic conflict situations?	1	2	3	4	5
Organization	Did you create a clear plan for organizing the script? Can you independently talk about this plan?	1	2	3	4	5
Content	Do you understand the main theme and the target audience?	1	2	3	4	5
Mechanical Application	Did you take care in producing a readable script?	1	2	3	4	5
TOTAL		/20				

Conflict - Says Who? Role-Play Rubric

Role-playing is not just a verbal dialogue. Non-verbal communication is critical to excellent role-plays. (4 marks per category)

CATEGORIES/ CRITERIA	LEVEL 1 (50-59%)	LEVEL 2 (60-69%)	LEVEL 3 (70-79%)	LEVEL 4 (80-100%)
Body language supports and conveys the message	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
Gestures support and convey the message.	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
Vocal emphasis highlights the important information	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
Visuals aids facilitate retention (illustrations, shapes, pictures, props)	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
Language (level, diction, sentence structure, tone) is appropriate for subject and audience	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
Originality and creativity provide emphasis and deepen understanding	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
The audience appeared to be interested and valued the presentation	Limited Success	Moderate Success	Considerable mastery and quality of work	You are a star! You have exceeded expectations
TOTAL				/28

Note: A student whose achievement is below Level 1 (50%) has not met the expectations for this assignment or activity. This rubric is based on fundamentals on www.curriculum.org

Conflict - Says Who? Peer Evaluation Sheet

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 Essential Skill(s) 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