



Practicing what we learned

Meet Minh and John

Minh and John work at a bulk store. Minh works at the cash, while John's job is to keep the bins clean and stocked.

One morning John has a lot of restocking to do. He asks Minh to help.

"That's your job!" says Minh. "My job is to be ready when customers want to pay."

"But there's nobody even in the store right now! You just don't want to work!" John says.

"I work as hard as you do!" says Minh. "But I'm not supposed to leave the cash unattended."

They both feel annoyed and resentful.

But after thinking for a while, Minh says, "As long as I can see the cash, I don't have to stand right there. I could stock the bins that are right at the front of the store..."

John nods. "And I could bring you the stock, so you don't have to go in the back."



What do you think of the way John and Minh resolved their conflict?

A place for your notes:



Tips for Conflict Resolution

The ability to sort out everyday conflicts in a peaceful way is a valuable skill for everyone. It's also a helpful in our personal lives. Here are some tips:

- ✓ **Pick your battles.** We all make mistakes or do things that bother people without realizing it at times. If a co-worker forgets to refill the coffee or is late with a task once, it's often best to ignore it and carry on. However, it is important to deal with ongoing or serious problems.
- ✓ **Discuss it after some time has passed and you are less angry.** For example, on a lunch break or after work, ask your co-worker, "Could we take a few minutes and talk about what happened at the meeting today?"
- ✓ **Describe the problem, not the other person. Stick to the facts.** When you accuse or insult someone, they naturally become angry and defensive, which doesn't help. For example, saying "Yesterday I had to stay late to clean up both my station as well as yours and then I missed my bus," will likely work better than saying the other person made you miss your bus.
- ✓ **Include their point of view.** You could say, "I understand that it was really busy yesterday and that you needed to leave right after your shift."
- ✓ **Suggest a fair solution.** "Would you be willing to start cleaning up your station a bit earlier from now on?" Or you could ask, "How can we work together to fix this problem?"

A place for your notes:



Let's talk about it

- What do you look for in a co-worker to know you can trust them?
- How do you build trust with your employer/boss?

Write some examples of each in the table below.

	Trustworthy	Untrustworthy
Looks like this		
Sounds like this		

A place for your notes:



Warm-up

Castaways

For this activity, form a team of 3-6 people.

Your task:

Imagine your team is left on a small desert island for one week. Your team is only allowed to bring 3 items to help you survive. The island has a spring with fresh water, and plenty of plant and animal life.

- You have 10 minutes to decide as a group what to bring.
- Share your list with the other group(s). Why did you choose each item?



Castaways: How did it go?

Come back together, and discuss:

- Were you able to agree on your three items?
- Did everyone in the group have a chance to speak?
- If there were disagreements, how did you resolve them?

A place for your notes:
