

OFFICE CONFLICT ROLE PLAY

A1: You have an annoying co-worker who puts all her/his calls on speaker, spends a lot of time discussing personal problems, invades your personal space, peeks on your computer screen over your shoulder; and jumps into your conversations without invitation. You have tolerated this behaviour long enough and now you will talk to your co-worker and make an end to it.

B1: You work in an open space office and share a cubicle with an older co-worker. You have a feeling that your co-worker does not like you but you have no idea why. You are friendly, laid back and chill. You spend a lot of time on your mobile phone, talking to your family, checking your Instagram because you usually finish your work fast and are bored soon afterwards. Your co-worker wants to chat.

A2: You are a project manager who has been assigned to a new project. One of the members of your new team is not co-operating with the other team members. He opposes every idea, causes conflict and is generally difficult to work with. Talk to him and solve the problem.

B2: You have worked for this company for 10 years and you feel unappreciated. You started to work on a new project with co-workers who are not so experienced as you are and you think your manager is incompetent. You complain a lot because things do not work as they should. Your manager wants to talk to you.

A3: You are a good employee, you have great results and everybody likes you. The problem is that you think your boss is stealing your ideas and presenting them as his/her own and you do not get the deserved credit. Talk to your boss.

B3: You are the department manager of a large company. You have great employees and your department has the best results. You know you could get promoted soon if you keep coming up with great ideas. Your employee wants to talk to you.

A4: You maintain a healthy diet and prepare a fresh lunch for work every day. There is no restaurant nearby your workplace and you have no time to drive somewhere for lunch during your break. Last week somebody stole your lunch every day. You suspect a certain co-worker. Talk to him/her.

B4: You started to work in a new company. There is no canteen and you have no time to drive somewhere for lunch during your break but luckily there are free snacks in the staff kitchen and you helped yourself to a free lunch a couple of times. Your co-worker wants to talk to you.

A5: Your co-worker is rude and thinks that she does not value your opinion. You think that she is irresponsible and unreliable. Talk to her and express your concern.

B5: Recently, you have been overworked, your diary is full, and you have no time for personal life. You are about to have a breakdown when your co-worker stops you to have a chat.