

Cross-Culture Cafe

# CONFRONTATIONS AT WORK

[www.crossculturecafe.com](http://www.crossculturecafe.com)



READ



CONNECT



AUDIO



WATCH



DISCUSS



APPLY

# CONNECT



ARE DISAGREEMENTS, CONFLICTS, AND TENSION NATURAL PARTS OF HEALTHY ORGANIZATIONS? WHY OR WHY NOT?

WHAT ARE THE RESULTS OF POORLY HANDLED CONFRONTATIONS?



What contributes to a confrontation ending poorly?

# AFTER THIS TRAINING, YOU WILL...



learn the techniques and strategies to confront positively in the office;



be able to apply techniques to a workplace situation.



learn sentences that can be used for confrontation;



# VOCABULARY



MATCH THE WORDS TO THE CORRECT DEFINITIONS.

argument

confrontation

conflict

resolve

confrontation

an open conflict and meeting of persons face to face

argument

an oral disagreement

resolve

to deal with, settle, solve

conflict

controversy; quarrel



# VOCABULARY



MATCH THE WORDS TO THE CORRECT DEFINITIONS.

point of view

objective

clarify

resentment

resentment

anger, bitterness, or ill will

clarify

to make (an idea, statement, etc.) clear; to free from ambiguity.

objective

purpose; goal; target

point of view

perspective



# AUDIO



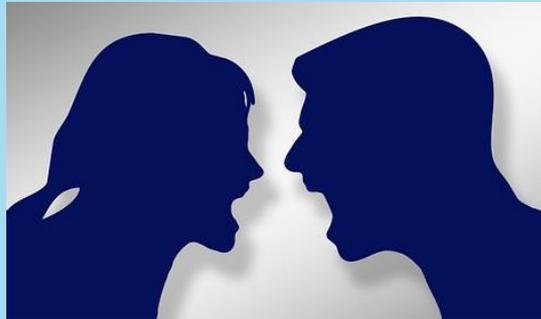
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## CONFLICT RESOLUTION

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LISTEN TO THE FIRST AUDIO AND FIND OUT WHAT THE TWO PEOPLE ARE ARGUING ABOUT.

Find errors in the first example. What could you improve?



LISTEN TO THE SECOND AUDIO AND EXPLAIN HOW IT WAS HANDLED DIFFERENTLY.

Why is this way of confronting a person the better way?

How would you have handled the situation?



# DISCUSS



## POSITIVE CONFRONTATION

READ THE TEXT IN YOUR HANDOUT AND FILL IN THE BLANKS. DO YOU AGREE OR DISAGREE?

**accept negotiate Consider practice situation the conflict not  
you certain expect agreement pattern / issue**

Step One: Confront situation not the person!

Step Two: Stress the conflict - not fault-finding.

Step Three: Be ready to accept that you may be part of the problem.

Step Four: Take time to practice your 'message'.

Step Five: Identify a certain pattern / issue to a past event or behavior.

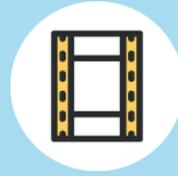
Step Six: Ask yourself what you expect in the future.

Step Seven: Consider sharing your expectations for the future, take time to negotiate.

Step Eight: Come to an agreement.



# WATCH



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## CONFLICT RESOLUTION

WATCH THE SHORT CLIP ON HOW TO RESOLVE CONFLICT SUCCESSFULLY,  
THEN ANSWER THE QUESTIONS ON THE NEXT SLIDE.

<https://www.youtube.com/watch?v=KY5TWVz5ZDU&e bc=ANyPxKp4egWk631lpxLbNrvmNhEEEIWAiAPQfp0on ft56w7xdSd-prV3HKHI8YIW9isCkBZyemlv8x92R-5DoSsBTeZYnRL73Q>

Pls cut at 2:45



# DISCUSS



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## CONFLICT RESOLUTION

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- According to the video clip, what is the most common way employees deal with conflict and what are some effects?
- What is the most common problem when resolving conflict?
- How do conflicts usually start?
- Why is it important to resolve conflicts early on?

Why can a conflict also sometimes be a positive thing in the workplace?



# APPLY



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## PRACTICE POSITIVE CONFRONTATION

IDENTIFY A SPECIFIC PERFORMANCE ISSUE IN WHICH YOU NEED TO HAVE A POSITIVE CONFRONTATION WITH A PARTICULAR EMPLOYEE OR COWORKER.

Apply the recommended steps and use the following sentence starters to write your script.

- “I feel...” (*your own emotions such as frustration, concern, or disappointment*)
- “I am concerned about the way you...” (*a clear example of a specific recent behavior*)
- “What kinds of things have you thought about, in terms of how we can handle this in the future?” (*Pause to listen to their response and ideas for solutions.*)
- “In the future, I’d like...” (*be ready to specify a specific expectation if they do not come up with a plan that is acceptable. Listen first, but be ready to clarify expectations.*)



# DISCUSS



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## ROLE-PLAY

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PRACTICE IN PAIRS AND PRESENT YOUR ROLE-PLAYS TO THE CLASS.

One of you is the employee and the other is the boss. You will discuss the employee's low performance rating in the office.

**First time:** Don't use any of the techniques and sentences you learned from this lesson. Show your emotions and do not hold back your words.

**Second time:** Use all the techniques we learned from this lesson.

How did you feel in each situation? What are the results of positive confrontations?



# APPLY



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## SUMMARY

- Name three words related to conflict resolution.
- What are some steps to resolve conflict positively?
- What's the best way to communicate your point of view in a conflict?



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TRAINING MATERIALS FOR ESL LEARNERS!

**Slides 4+5****MATCH THE IDIOMS AND EXPRESSIONS TO THE CORRECT DEFINITIONS.**

argument	confrontation	conflict	resolve	point of view	objective	clarify	resentment
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- an open conflict and meeting of persons face to face
- an oral disagreement
- to deal with, settle, solve
- controversy; quarrel
- anger, bitterness, or ill will
- to make (an idea, statement, etc.) clear; to free from ambiguity.
- purpose; goal; target
- perspective

**Slide 7**

READ THE TEXT IN YOUR HANDOUT AND FILL IN THE BLANKS. DO YOU AGREE OR DISAGREE?

**accept    negotiate    Consider    practice    situation    the conflict    not**  
**you    certain    expect    agreement    pattern / issue**

Step One: Confront \_\_\_\_\_ not the person!

Step Two: Stress \_\_\_\_\_ - \_\_\_\_\_ fault-finding.

Step Three: Be ready to \_\_\_\_\_ that \_\_\_\_\_ may be part of the problem.

Step Four: Take time to \_\_\_\_\_ your 'message'.

Step Five: Identify a \_\_\_\_\_ \_\_\_\_\_ to a past event or behavior.

Step Six: Ask yourself what you \_\_\_\_\_ in the future.

Step Seven: \_\_\_\_\_ sharing your expectations for the future, take time to \_\_\_\_\_.

Step Eight: Come to an \_\_\_\_\_.

**An Ineffective Confrontation:**

Officer: (when seeing the student down the hall) Hey, you. What are you doing, Stupid? You should know that you can't drink alcohol. The least you could do is keep it in your room so that I don't have to deal with you.

Student: Who are you? What's your problem?

Officer: (loudly) It doesn't matter who I am, You need to dump out that beer in the water fountain and then give me your ID.

Student: I don't have to do what you tell me to do. Last week you walked right by me when I was drinking in the hallway.

Officer: Fine. I'll just call the cops and have them deal with you. Then you'll have to see the RD/ACC and they will kick you out of housing for not cooperating with me.

**A More Effective Confrontation:**

Officer: (when seeing the student down the hall, politely and assertively) Excuse, me. I'm Susan, the Officer on duty. You have an open container of beer in the hallway.

Student: Listen, it's almost empty, I was just heading down to the bathroom.

Officer: I still need you to dump out the can in the water fountain and then show me your ID.

Student: OK. I'll dump it out and then we'll forget this ever happened, right?

Officer: No, this incident will be documented and given to the Residence Director.

Student: Oh, come on. I just had a beer in the hallway. Give me a break - I can't get into trouble again.

Officer: I'm doing my job. You made the choice to violate policy. I'm going to document the incident and then you can talk with the RD or ARD

**Step One:** Confront \_\_\_\_\_ not the person!

First, you have to take the time to unbundle the problem. Second, while sorting through the issues you have to decide what is bothering you the most. Third, you have to be concise. You have to distil the issue to a single sentence. If you can't reduce a violation to a clear sentence before you talk, the issue almost never becomes more understandable and focused as a conversation unfolds.

**Step Two:** Stress \_\_\_\_\_ - \_\_\_\_\_ fault-finding.

If the problem continues, talk about the Pattern. Pattern issues acknowledge that problems have histories and that histories make a difference. Frequent and continued violations affect the other person's predictability and eventually harm respect and trust

**Step Three:** Be ready to \_\_\_\_\_ that \_\_\_\_\_ may be part of the problem.

There are times that you have something to why the problem arises. Don't blame the others first without checking your own error in the matter.

**Step Four:** Take time to \_\_\_\_\_ your message.

Think of these basic messages in your script:

"I feel..."

"I didn't like..."

**Step Five:** Identify a \_\_\_\_\_ \_\_\_\_\_ to a past event or behaviour.

"I'm concerned about. . . (some recent issue or behaviour that has motivated the conversation), and I want to discuss it with you."

**Step Six:** Ask yourself what you \_\_\_\_\_ in the future.

"In the future, I would like you to. . . ."

**Step Seven:** \_\_\_\_\_ sharing your expectations for the future, take time to \_\_\_\_\_.

"What kinds of things have you thought about, in terms of how we can handle this in the future?"

**Step Eight:** Establish meaningful \_\_\_\_\_.

"This gives you a chance to gain confidence in your own ability to make those changes, and it gives me a chance to gain trust in your ability to do a great job."