

Workplace conflict scenarios

You will likely face conflict at some point in your career. Conflict can arise from different sources, such as personality clashes, miscommunication, and competing interests. Read through some of the scenarios below with your mentor, and decide how you would approach the issue if you were in that situation.

Group project problems

You and your colleague are working on a group project together. They keep missing deadlines set by the team, and they are not contributing as much work as they should.

You have tried to speak with them about this, but you were met with indifference - they did not take you seriously.

How could you handle this situation without creating more tension?



Misunderstanding management

Your manager has delegated an important task to you. They gave you verbal instructions to complete the work. However, it seems that you have misunderstood them and completed the work incorrectly. You are worried that your manager will be upset with you for the mistake, and you aren't sure what to do.

How should you approach this conversation with your manager? How could you avoid this happening again in the future?



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Unfair workload

You have noticed that one of the colleagues in your team keeps avoiding difficult tasks. This means you are often having to pick up the most challenging work to make sure everything is completed on time. The increasing workload and lack of support is starting to overwhelm you and make you feel frustrated.

How could you address this issue with your colleague and rectify the situation?



Rude client

You are leading on a project involving some important clients. While on a call with the clients, one of them becomes very rude and impatient with you. You try your best to stay calm, but as the call progresses it is becoming increasingly difficult.

How could you handle this situation in a way that upholds professionalism and your company values?

