

Roleplay Characters

CONFLICT RESOLUTION

Theme: Managing Conflict and Change

Read your character's **background**, **conflict** and **goal**. Consider the employee's situation (e.g. role, point in career etc.). Suggest how the conflict can be best resolved and which of the strategies below would be useful.

- **Active listening:** Focusing on understanding others' perspectives.
- **Accepting feedback:** Use constructive feedback to improve.
- **Negotiation and compromise:** Finding a middle ground to resolve conflicts.
- **Emotional regulation:** Managing stress and emotions in conflict situations.

Role-Play Instructions:

- **Objective:** In the scenario, your character should address their conflict and work towards resolving it by either accepting feedback or managing change effectively.
- **Strategy:** Your character should use strategies such as active listening, negotiation, and emotional regulation to resolve their conflict.
- **Outcomes:** You should aim for a resolution that allows your character to grow from the conflict, improve relationships, and adapt to changes in their work environment.