

MANAGING CONFLICT

Fill in the gaps using the vocabulary below:

set about	not true	deny that	stick to talking	blocked me all along
at a time	stick to facts	as a whole	may have arisen	sort them out
never felt	fair at all	has arisen	half-asleep	round here
crucial	you feel	respond	can't be solved	of what he's supposed
to rethink	resolve	can't be solved		

Mike: OK, Craig and Gavin, I realise that there have been some problems between you recently, and I'd like to try and _____ right now. Gavin, can you tell me why you think this problem _____ now?

Gavin: You're asking me!? I really have no idea. I mean, I came into this job a year ago with a special project to do. I had a very positive attitude. I was excited about it and Craig's just _____
...

Craig: Well, that's not _____! That's just not true!

Mike: OK, OK, one second. Can everyone speak one _____, please? Gavin, go on ...

Gavin: Well, that's about it really. I've _____ as if I've been welcomed here. I mean, when I walk into the office, the others don't even say hello to me ...

Craig: That's just _____! It's you who doesn't say hello!

Mike: Craig, please! Gavin, can you tell me why you think this situation _____?

Gavin: Well, as I said, I've really no idea. Perhaps it's just my style – I'm very positive, energetic and outgoing, while everyone else here seems to be _____.

Mike: Erm, listen, I don't think that personal, judgemental comments like that help. Can we just _____ rather than opinions?

Gavin: OK. Well, I could see right away that some changes needed making here, so I _____ making those changes.

Mike: And was that part of your job description?

Gavin: Job description! Job description! That's all I ever hear _____. That's the problem with this place ... there's no initiative, no energy.

Mike: Hmm, OK. Craig, would you like to tell us what _____ the problem is?

Craig: Well, I think it's quite clear, isn't it? Him! That's it!

Mike: OK, as I said, can we keep away from personal comments here and _____ about the workplace.

Craig: Well, I am talking about the workplace! He doesn't respect the limits _____ to do. He came in here for a one-year project, but has then tried to change the way everyone else works as well.

Mike: Gavin? Can you _____ to that?

Gavin: Well, my project involved everyone else! It was impossible to do what I had to do without getting other people _____ the way they work.

Mike: OK, I think that personality issues are _____ here.

Gavin/Craig: (murmurs of agreement)

Mike: Personality issues are the most difficult things to change. Perhaps we'll never be able to _____ them. You are different people with different personalities and different ways of working.

Gavin: And so?

Mike: Well, that doesn't mean the problem _____. We have to be flexible, accept change and be tolerant of difference.

Craig: Easy to say!

Mike: Well, yes, it is easy to say, but difficult to do! I don't _____. However, what we need to do is review your project and look at everyone's roles and responsibilities in the project and in this organisation _____. If everyone sticks to and respects other people's roles and responsibilities, then we can at least settle on a good, constructive working atmosphere.