DEALING WITH CONFLICTS IN THE WORKPLACE

In 30 seconds, answer the following questions:

• What is conflict?

• What are some reasons for conflict in the workplace?
  
  (suggestions: poor relationship skills, poor training, inadequate information, management style, trouble dealing with change)
Watch the following video and answer the given questions in 60 seconds.

1. Have you ever had a conflict with your colleague?
2. What happened and how did you deal with it?

Source: http://www.dailymotion.com/video/x3ztq9n
Listen and repeat. Then, choose a word to define.

1. **Disrupt (v) /dɪsˈrʌpt/**

2. **Oppose (v) /əˈpouz/**

3. **Contrary (adj) /ˈkɑːntreri/**

4. **Assertive (adj) /əˈsɜːrtɪv/**

5. **Clash (n) /klæʃ/**

6. **Unpleasant (adj) /ʌnˈpleznt/**

Make a sentence using that word.

**Example:** Demonstrators succeeded in **disrupting** the meeting.
Wear Your Words

Explanation of useful idioms:

I beg to differ
used to say politely that you do not agree with something that has just been said.

As against something
in contrast with something.

Make a sentence using one of the given idioms.

Examples: - 'At least she is good at her job.' 'Oh, I beg to differ.'
- They got 27% of the vote as against 32% at the last election.
Structure:
S + envy + somebody + something/ doing something.

Examples: I envy you having such a good position in the company.
I envied him his good looks.

Make a sentence using the given structure.
Pair Work: When people work together, conflict is often unavoidable because of differences in work goals and personal styles. In 180 seconds, discuss with your partner some guidelines for handling conflict in the workplace.

Suggestions:

✓ Don’t gossip or complain about the person to others.

✓ Try to be reasonable and polite, or at least neutral, to the other person.

✓ Talk with the other person.

✓ Listen to what the other person is saying instead of getting ready to react.

✓ Discuss which areas of conflict are most important to each of you to resolve.

✓ Identify points of agreement and disagreement.
Here are some comments on your performance

<table>
<thead>
<tr>
<th>Students</th>
<th>Pronunciation</th>
<th>Vocabulary</th>
<th>Grammar</th>
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Feel free to ask if you have any questions!
What We Gain

✓ Vocabulary related to conflict in the workplace.

✓ Two idioms:
  ✓ I beg to differ
  ✓ As against something

✓ Structure: S + envy + somebody + something/ doing something.

✓ Discussion about some guidelines for handling conflict in the workplace.

Please do your homework in the downloadable outline from the website!
### Homework

**Complete your mission and find more in related lessons**

<table>
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<tr>
<th>Your mission</th>
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<tr>
<td>✓ Take note of what you need to improve (Vocabulary, Grammar and Pronunciation)</td>
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<tr>
<td>✓ Search for related lessons in the course browser</td>
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<td>✓ Take those lessons</td>
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<td>✓ 133-business vocabulary (#0191)</td>
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<td>✓ 107-I'm just stating the facts (#0421)</td>
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<td>✓ 151-contractions (#0196)</td>
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