



Unit 8 — Resolving Conflicts

Reading: Dialog between a HR rep and two employees

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John: Hi Tim, could I have a word with you?

HR rep: Of course John. What can I do for you?

John: Well, I have run into a bit of a problem. It's about Steven, you know my supervisor.

HR rep: Ok, what has he done?

John: It sounds a little silly but recently I have the feeling that he is treating me much worse than the other guys on my team. It started with small comments about my performance, but lately he has started demanding that I come in early and stay late. I wouldn't mind but it is only me. The other guys don't have to do it.

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Discussion Questions

How would you solve the dispute between Steven and John?

What are the advantages of having someone adjudicate at a meeting?

Have you ever had a problem getting on with anyone you work with? Why?