

Task Title: Workplace Conflict Resolution

# OALCF Cover Sheet – Practitioner Copy

**Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No 

**Task Description:**

The learner will read information related to conflict resolution in the workplace to answer questions.

**Main Competency/Task Group/Level Indicator:**

* Find and Use Information/Read Continuous Text/A1.2

**Materials Required:**

* Pen/pencil and/or digital device

Learner Information

Employees use a variety of soft skills in the workplace including problem solving to manage situations. One step in problem solving is understanding how to resolve conflicts with supervisors and employees following company policies.

Scan the **Workplace Policy on Conflict Resolution.**

**Workplace Policy on Conflict Resolution**

**Company Name:** Foster’s Manufacturing Ltd.

**Policy Title:** Conflict Resolution in the Workplace

**Effective Date:** January 1, 2024

At **Foster’s Manufacturing Ltd.**, we are committed to maintaining a respectful workplace.

1. **Purpose and Scope**

This policy applies to all employees and aims to ensure a safe, respectful, and cooperative work environment. Conflict resolution procedures help employees address disagreements in a professional and effective way.

1. **Steps for Resolving Workplace Conflicts**
2. **Address the Issue Early** – Employees should attempt to resolve conflicts as soon as they arise through open and respectful discussion.
3. **Use Active Listening** – Employees should listen to each other’s concerns without interrupting and seek to understand different perspectives.
4. **Seek a Compromise** – Employees should work together to find a solution that satisfies both parties.
5. **Involve a Supervisor if Needed** – If direct communication does not resolve the conflict, employees should involve a supervisor or manager.
6. **Use Mediation** – If necessary, employees should contact their Human Resources representative to facilitate a discussion between the involved parties. In complex situations, HR may engage a neutral third-party mediator to assist in reaching a mutually agreeable solution.
7. **Follow Up** – After a resolution is reached, employees and supervisors should check in with each other regularly to ensure the conflict does not arise again.
8. **Confidentiality and Professionalism**

All discussions regarding workplace conflicts must be kept confidential. Employees must conduct themselves professionally during the resolution process.

1. **Disciplinary Action**

If an employee engages in repeated conflicts or refuses to follow resolution procedures, disciplinary actions, including formal warnings or termination, may apply.

# Work Sheet

**Task 1: What type of workplace is Foster’s Manufacturing committed to maintaining?**

Answer:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Task 2: What is the purpose of the conflict resolution procedures?**

Answer:

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**Task 3: What is the first thing an employee should do if they disagree with a co-worker about how to complete a task?**

Answer:

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**Task 4: If the issue is still unresolved after involving a supervisor, what is the next step for the employee?**

Answer:

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**Task 5: List 2 disciplinary actions that might occur for repeated conflicts.**

Answer:

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Answers

**Task 1: What type of workplace is Foster’s Manufacturing committed to maintaining?**

Answer: Respectful. Learner may also answer “safe, respectful, and cooperative” which is also correct.

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**Task 2: What is the purpose of the conflict resolution procedures?**

Answer: Tohelp employees address disagreements in a professional and effective way

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**Task 3: What is the first thing an employee should do if they disagree with a co-worker about how to complete a task?**

Answer: Have an open and respectful discussion with them

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**Task 4: If the issue is still unresolved after involving a supervisor, what is the next step for the employee?**

Answer: Use mediation/involve HR

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**Task 5: List 2 disciplinary actions that might occur for repeated conflicts.**

Answer: Formal warnings or termination

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# Performance Descriptors

| Levels | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
| --- | --- | --- | --- | --- |
| A1.2 | Makes connections between sentences and between paragraphs in a single text |  |  |  |
|  | Scans text to locate information |  |  |  |
|  | Reads more complex texts to locate a single piece of information |  |  |  |
|  | Makes low-level inferences |  |  |  |
|  | Follows the main events of descriptive, narrative, and informational texts |  |  |  |

This task: Was successfully completed Needs to be tried again 

Learner Comments:

Instructor (print): Learner (print):

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