



Lesson Guide

Climbers learn about conflict management strategies, effective communication techniques, and how to apply empathy in resolving conflicts. By the end of the lesson, Climbers will have developed the skills to manage conflict in a constructive way, improve their interpersonal communication, and collaborate effectively to solve conflicts in workplace scenarios.

Learning Objectives	<p>Reflect on personal conflict management skills and identify areas for improvement.</p> <p>Learn conflict management strategies to resolve conflict.</p> <p>Apply conflict resolution strategies to real-world workplace scenarios.</p>
WIOA Program Elements	<p>E6. Leadership Development Opportunities. Enhances self-awareness, self-regulation, social awareness, relationship skills, and conflict resolution through community service and peer-centered activities.</p>
Key Concepts	<p>Conflict Management: the skill of resolving problems in a constructive way when opposing ideas, beliefs, needs, or goals arise.</p> <p>Active Listening: Fully concentrating and understanding what is being said in a conversation, ensuring clear and accurate communication.</p> <p>Empathy: The ability to understand and share the feelings and perspectives of others.</p>
Materials	<p>Coach Deck: Conflict, Managed! Lesson Deck</p> <p>Internet-ready devices with Hats & Ladders access</p> <p>Activity: Conflict in Action</p> <p>Rubric: Conflict in Action</p>

Coach Prep

1. Review lesson instructions and activity materials, including the **Coach Deck** an optional resource to guide Climbers through the lesson and digital Career Climb.
2. Arrange a computer lab or laptop cart, or instruct your group to bring their own devices with internet connectivity.
3. *Optional:* From the Coach platform, assign the **Conflict, Managed!** Career Climb to your group. This will allow you to track their progress from your dashboard.

Warm-Up

1. Introduce conflict management Climbers and describe how it occurs in workplace settings. Then, engage climbers in a brief reflection. Suggested prompt:
 - *Think of a moment when it was difficult to control your emotions and it resulted in a conflict. What strategies might have helped in that situation?*
2. Frame conflict management and describe the steps to manage conflict effectively. Suggested prompts:
 - **Accept that conflict happens:** *Recognize that conflict is a natural part of working with others and can be an opportunity for growth.*
 - **Understand perspectives:** *Listen actively and consider different viewpoints to build empathy and find common ground.*
 - **Reduce tensions:** *Manage emotions and de-escalate situations by staying calm and using respectful communication.*
 - **Problem solve together:** *Collaborate to find fair and constructive solutions that address everyone's needs.*
3. Build on Climbers' responses by further describing how these strategies work in practice.
4. Explain that this lesson will explore conflict management and different strategies to address conflict at work. Outline what will be covered, including:
 - Recognizing and accepting conflict as a natural occurrence.
 - Understanding the importance of active listening and empathy.
 - Dealing with emotions and practicing respectful communication.
 - Working together to problem-solve and find fair solutions.

Guide a Career Climb

1. Introduce the concept of conflict management and how it helps resolve misunderstandings at work. Suggested prompt
 - *Why is conflict management important in the workplace? How can it benefit your career development?*
2. Direct Climbers to the Hats & Ladders platform to complete the **Conflict, Managed!** Career Climb, which consists of four Ladders:
 - **Check and Reflect: Conflict Management** (6 Mins.)
 - **What is Conflict Management?** (11 Mins.)
 - **Taming Workplace Conflict** (8 Mins.)
 - **Fix the Friction** (5 Mins.)
3. Climbers can complete the entire Career Climb **at once**, or they can **pause** to share out takeaways and questions along the way.
4. Climbers can then apply what they learned about conflict management by completing the activity.

Activity: Conflict in Action

1. As a group, read the instructions in the **activity handout**. Discuss how the participants could use Conflict Management strategies to solve the conflict. Propose a solution to the conflict. Then students work in pairs or small groups to complete the rest of the activity.
2. If time allows, have youth act out the role-play scenarios.

Wrap-Up

1. Facilitate a brief reflection where Climbers discuss their conflict management reflections from the activity. Suggested prompts:
 - *What does it mean for a solution to be mutually beneficial?*
 - *Why is it important to consider the perspective of the other person or people you are in conflict with?*
 - *What is one strategy for dealing with conflict that you can use the next time you have a conflict?*
2. Have a few Climbers share their reflections.
3. Review key lesson concepts, including:
 - Accepting conflict as a natural part of working with others.

- Actively listening and considering different perspectives.
- Managing emotions and using assertive communication to reduce tensions.
- Collaborating to problem solve and find mutually beneficial solutions.

Assessment

- To evaluate the **Climbers' understanding** of the lesson, use the provided **rubric** to score activity submissions on a scale of 1 to 4 for each criterion.

Modifications





- If you do not have access to devices, have Climbers complete the digital Career Climb at home.

Activity: Conflict in Action

Step 1: Read the scenarios below and fill in the table. Identify how you would apply each of the Conflict Management strategies to resolve the conflict.





Consider the following:

- How can each strategy be applied to manage the conflict?
- Who is responsible for each strategy and how can they put it into action?
- What is the main conflict?

<p style="text-align: center;">Scenario 1: The Project Mix-Up</p> <p>You and a coworker, Taylor, are working on a project at your part-time job at a retail store. You were assigned to create a display for a new product, but when you arrive at work, Taylor has already started setting it up differently than you expected. You had discussed it earlier and thought you were on the same page, but now there's confusion about whose idea should be used.</p>			
<p>Accept that conflict happens</p>  <p>How can you and Taylor recognize that misunderstandings can happen, especially when working together on a project?</p>	<p>Understand perspectives</p>  <p>How can you listen to Taylor's ideas and explain your own point of view clearly?</p>	<p>Reduce tensions</p>  <p>What can you both do to stay calm and avoid making the situation worse?</p>	<p>Problem solve together</p>  <p>How can you and Taylor agree on the best approach and ensure the project is completed on time?</p>

Scenario 2: Order Miscommunication

You're working as a server at a fast-casual restaurant, and there's a mix-up with a customer's order. They ordered a vegetarian dish, but the kitchen accidentally made it with meat. When you bring the food to the table, the customer is upset and asks for a replacement. Your coworker, Alex, is behind the counter and argues that the mistake isn't their fault. The customer is getting more frustrated, and there's tension between you and Alex about how to fix it.

<p>Accept that conflict happens</p>  <p>How can you and Alex recognize that mistakes happen, and the important thing is to address them quickly?</p>	<p>Understand perspectives</p>  <p>How can you and Alex listen to each other's side and understand where the other is coming from?</p>	<p>Reduce tensions</p>  <p>What can you do to stay calm and reassure the customer that the issue will be fixed promptly?</p>	<p>Problem solve together</p>  <p>How can you and Alex work together to correct the mistake and prevent it from happening again?</p>

Step 2: In pairs or small groups, using the scenarios above, plan a role-playing activity where you act out the conflict management scenario using the four conflict management strategies. The scene should end with a mutually beneficial solution to the conflict.

In your role-play plan, consider:

- Who plays each person?
- What do they say to each other?
- How do they use Conflict Management strategies?
- What is the solution to the conflict?
- Is it mutually beneficial?

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Scenario 2: Order Miscommunication

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Rubric: Conflict in Action

Criteria	1: Needs Improvement	2: Developing	3: Proficient	4: Exemplary
Understanding of Conflict Management Strategies	Demonstrates little to no understanding of conflict management strategies. Strategies are misapplied or not discussed.	Demonstrates a basic understanding of conflict management strategies but struggles to apply them to the scenarios.	Demonstrates a clear understanding of the conflict management strategies and applies them mostly appropriately.	Demonstrates a thorough understanding of all conflict management strategies and effectively applies them in the scenarios.
Communication and Collaboration	Does not effectively communicate or collaborate with peers. Lacks clarity in presenting ideas.	Communicates and collaborates with peers but lacks clarity and organization in presenting ideas.	Communicates clearly with peers and collaborates effectively in the role-play.	Communicates assertively, clearly, and respectfully while collaborating with peers. Demonstrates strong teamwork.
Problem-Solving and Solution	Does not propose a solution, or the solution does not resolve the conflict.	Proposes a solution that partially addresses the conflict but lacks fairness or completeness.	Proposes a reasonable solution that addresses the conflict and takes into account everyone's needs.	Proposes a creative and fair solution that fully resolves the conflict and is mutually beneficial.
Application of Conflict Management Strategies in Role-Play	Fails to incorporate conflict management strategies into the role-play or misapplies them.	Incorporates some conflict management strategies into the role-play but lacks full integration or clarity.	Effectively incorporates conflict management strategies into the role-play, though some strategies may be less clear.	Skillfully and thoughtfully integrates all conflict management strategies into the role-play, demonstrating a strong command of each.