***A picture containing text, clock

Description automatically generated***

This project was supported by the Cybersecurity and IT Pathways grant from the Florida Department of Education through Cyber Florida, project number 291-1231C-2C001, funding authority 84.425C-D CRRSA ACT ESSER II 84.425D & GEER II 84.425C, FAIN#: S425C210052. More information at cyberflorida.org/pathways/

**Activity**

Conflict Management in the Workplace Role-Play

MODULE 9: Leadership, Customer Service, and Personal Ethics

This **activity** was written for the Florida Public School System DIGITAL INFORMATION TECHNOLOGY (8207310) course. Funded by the Cyber/IT Pathways Program, Cyber Florida, and the Florida Department of Education.

# Module 9: Leadership, Customer Service, and Personal Ethics

## Activity: Conflict Management in the Workplace Role-Play

Two students role-play a situation where one student is giving feedback, and the other is receiving the feedback.

## Standards Assessed

* **10.02** Demonstrate ways of accepting and providing constructive criticism to enhance team projects.
* **10.03** Apply appropriate strategies to manage and resolve conflicts in work situations.

## Teacher Notes

Teachers can use the *Module 9 Leadership, Customer Service, and Personal Ethics presentation* to provide conceptual understanding of giving and receiving feedback to manage conflict.

## Estimated Student Completion Time

* 45 minutes to complete the activity

## Activity Rubric

Consider evaluating the student’s work based on measures of quality. For example, with a maximum of 4 Points Possible, the following could be applied to the activity:

* **1 Point Earned** = ***Needs Improvement*** (the student work did not meet more than 50% of the requirements and did not follow instructions)
* **2 Points Earned** = ***Developing*** (the student met between 50% and 75% of the requirements and generally followed the instructions)
* **3 Points Earned** = ***Sufficient*** (the student met between 75% and 90% of the requirements and clearly followed instructions)
* **4 Points Earned** = ***Above Average*** (the student met > 90% of the requirements and followed all instructions)

# Activity: Conflict Management in the Workplace Role-Play

**Student Instructions**: Pair up with another student for 15 minutes to role-play the following scenario. Apply constructive feedback guidelines when one student is giving feedback and the other is receiving the feedback. Then reverse roles.

**Roles:**

* Student #1: Waiter (Food server)
* Student #2: Cook

**Scenario:**

You are co-workers at a local restaurant.

Student #1 serves a customer a steak they just ordered. The customer complained to Student #1 that the steak was cooked too long and they wanted another one.

Student #1 then returns to the kitchen and informs the cook (Student #2) that the customer complained about how well-done the steak was cooked. The cook is immediately offended by the customer complaint and tells Student #1 that the steak is fine and there is no reason to re-cook the order.

The waiter is only trying to provide good customer service and increase the chances of getting a good tip from the customer. Student #1 also does not want to get into a conflict with a co-worker (Student #2).