

Workshop III: Job Preferences and Conflict Resolution

Materials: *What Job* PPT, *What Job Would You Do?* Graphic Organizer & *What is your #1 Job?* Graphic Organizer – 2 sided copies, Handouts A & B, *Scenarios*, copies of article : *Why You Need to be an Active Listener*, Exit Ticket

Activity 1: (Estimated Time: 40-50 minutes)

Purpose: Employees explore personal job preferences.

Procedure:

1. Pass out *What Job Would You Do?* Graphic Organizer and project *What Job* PPT, allowing at least 30 seconds per slide.
2. Employees write the slide number in one of the 3 categories on the *What Job Would You Do?* Graphic Organizer (“*I would love it*”, “*Depends on the money*” or “*I would never*”).
3. Facilitator starts *What Job* PPT a second time; this time facilitator asks employees to hold up one finger to indicate if the slide is their first choice job preference.
4. Facilitator provides each employee with one *What is your #1 Job?* Graphic Organizer to be completed individually.
5. Facilitator guides a whole group share out focusing on the description of the worst day.
6. Facilitator poses guiding questions to determine the role of communication in the worst day scenarios created by each employee.

Guiding Questions:

- ✓ Who was involved?
- ✓ What could have caused the problem?
- ✓ Who would you have to report the problem to?
- ✓ Who was affected?

**Facilitator guides employees to relate to their worst day at school, if they have no previous work experience.*

Activity 2: Conflict Resolution Through Effective Listening

Purpose: Employees use role play to identify what NOT to do when resolving conflict in the workplace.

Procedure:

1. Employees choose a partner within their small group; Partner A and Partner B.
2. Partner A receives Handout A, Partner B receives Handout B.
3. Facilitator reviews directions with whole group and allow approximately for each pair to act out Scenarios #1 and #2.
4. Facilitator poses questions to whole group.

Guiding Questions:

- ✓ How did you partner’s response make you feel?
 - ✓ What did you learn about yourself?
5. Facilitator passes out *Scenarios* and asks for volunteers to act out the conflicts and resolution. (If there are not volunteers, Facilitator will act out scenarios with employees).

Literacy Component

Listening Skills: Why You Need to Be an Active Listener, by Dawn Rosenberg McCay

<http://careerplanning.about.com/od/workplacesurvival/a/professionalism.htm>

Procedure:

1. Facilitator reads highlighted portions of article aloud as employees follow along.
2. Facilitator guides whole group discussion of article.
 - ✓ I can relate to.....
 - ✓ The most important piece of advice was.....
 - ✓ I agree/disagree with.....
 - ✓ This information will help me.....

Closing

1. Employees complete Exit Ticket.