



Task Title: Resolving Conflicts

OALCF Cover Sheet – Learner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☐ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☐

Task Description:

Resolving conflicts through discussions.

Main Competency/Task Group/Level Indicator:

- Engage with others

Materials Required:

- Pen/pencil and paper and/or digital device

Learner Information

In a work environment, at home, and in other situations, sometimes people have a difficult time getting along. At times, the “problem” goes away but sometimes, the person involved needs to face the other person and have a conversation to deal directly with the problem. This can be difficult and challenging.

Think of a time when you had an issue with someone at work, home or school or choose one from the examples below.

Work or volunteer:

- Someone not doing their fair share of the work, arriving late or taking too long a break or talking too much
- Someone bad-mouthing you behind your back or someone who is always negative
- Someone always wanting to do it their way and they will not listen to anyone else’s ideas
- Someone swearing all the time or putting down other races, religion, sexual orientation

Home:

- Family members or roommates who are messy, do not do their share of the housework
- Someone who takes your food, especially your snacks
- Someone who is always using your things, perhaps even broke an item of yours but won’t replace it
- Someone who always is playing video games or watches TV with the volume too loud and does not give you a chance to play games or watch TV

School:

- Someone who borrows your stuff but never returns it
- While working on a group project, one person does not do their share of the work
- Someone who wants to borrow your notes or copy your assignment because they never bother to come to class or do not have the work done on time

Work Sheet

Task 1: Explain the issue or situation to your instructor/practitioner.

Answer:

Task 2: How was the situation affecting you?

Answer:

Task 3: What did you do about it?

Answer:

Task 4: What was the solution to the problem?

Answer:

Task 5: Is there anything you would have done differently now that you have had time to think about it?

Answer:

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Task 6: How can you apply what you've learned in this situation to situations that may come up in the future?

Answer:
