



Task Title: Workplace Conflict Resolution

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☒ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☐

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

Task Title: WorkplaceConflictResolution_E_A1.2

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.

I. 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.

II. Steps for Resolving Workplace Conflicts

1. **Address the Issue Early** – Employees should attempt to resolve conflicts as soon as they arise through open and respectful discussion.
2. **Use Active Listening** – Employees should listen to each other's concerns without interrupting and seek to understand different perspectives.
3. **Seek a Compromise** – Employees should work together to find a solution that satisfies both parties.
4. **Involve a Supervisor if Needed** – If direct communication does not resolve the conflict, employees should involve a supervisor or manager.
5. **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.
6. **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.

III. Confidentiality and Professionalism

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

IV. 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:

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:

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

Answer:

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

Answer:

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.

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

Answer: To help employees address disagreements in a professional and effective way

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

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

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

Answer: Formal warnings or termination

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):
