

From Clash to Collaboration

⚡ Duration: 1 h

⚡ Age: adults

⚡ B2 level

⚡ Group lesson

⚡ Reported speech revision

⚡ Business English

⚡ Main focus:

Students can outline an issue or a problem clearly, speculating about causes or consequences, and weighing advantages and disadvantages of different approaches.

1

Warm-up

Exercise 1: Watch the video from 00 to 2:44 and answer the questions.

1. How many different conflict styles are there, and what are they?
2. What is the disputed poster about, and why does Oscar find it offensive?
3. What is the difference between a compromise and a win-win solution?
4. What is the final solution proposed by Michael (aka the mediator) for the disputed poster issue?

**2**

Speaking: discussion in pairs

Exercise 2: Discuss the following questions in pairs.

1. Have you ever experienced a workplace conflict? If so, how did you handle it?
2. What are some common causes of workplace conflicts that you have observed or heard about?
3. In your opinion, what are some effective ways to resolve workplace conflicts?



3**Reading**

Exercise 3: Read the email from an HR manager to an employee.

- **What is the reason for the conflict between the parties?**
- **What does Jane Doe suggest they do? What expressions does she use to mediate in this conflict?**
- **What does the "I" statement mean? Do you agree with this strategy?**

Dear Mr. Johnson,

I am writing to follow up on our recent meeting regarding the conflict between you and your colleague, Ms. Smith. As we discussed, it is important to address conflicts in a constructive manner to maintain a positive work environment.

During our meeting, you mentioned that Ms. Smith had accused you of not completing your tasks on time. It is understandable that this accusation would cause frustration and tension between you both. However, it is important to remain calm and professional when addressing these issues.

As we discussed, it would be beneficial for both parties to sit down and have a conversation to discuss the issue at hand. It is important to actively listen to each other's perspectives and concerns, and to work together to find a solution that works for everyone.

In addition, I encourage you to use the "I" statements when discussing the issue with Ms. Smith to express how the situation made you feel, rather than blaming or accusing language. For example, instead of saying "She said that I was responsible for the project's failure," or "She said that I wasn't doing my job properly," you could say "I felt hurt and frustrated when I heard that my work was being questioned."

Please let me know if you have any questions or concerns. I am here to support you in resolving this conflict.

Respectfully,
Jane Doe

4**Grammar**

Exercise 4: Read the following statements in a row: the first student reads the statement as it is (direct speech), the second student changes this statement to indirect speech and reads the next one, and so on.

1. "You are always late for meetings," he said.
2. She accused me by saying: "You are stealing my ideas."
3. "You've been spreading rumors about me all this time!" she claimed.
4. "You were purposely sabotaging my work," he suggested.
5. "You lied about completing the task," she insisted.
6. "You are not a team player," he said.
7. "You made inappropriate comments to me," she claimed.
8. "You have been slacking off and not putting in enough effort," he said.

5**Speaking: group work**

Exercise 5: Split into teams and together name the reason of the conflict. After that, come up with a few ways to resolve this conflict and avoid situations like this in the future.

1

A team leader and a team member had different interpretations of a project deadline. The team leader thought it was due on Friday, while the team member believed it was due the following Monday. As a result, the team member missed the deadline and the project was delayed.

2

Two employees who worked closely together had very different personalities. One was outgoing and talkative, while the other was quiet and reserved. The outgoing employee felt like the quiet one wasn't contributing enough to their joint projects, while the quiet employee felt overwhelmed by the outgoing employee's constant chatter.

3

A supervisor was constantly checking in on their team members and giving them detailed instructions on how to complete tasks. This made the team members feel stressed.

4

Jane had been with the company for years and felt that she deserved a promotion. However, when a new employee, Mike, was hired, he was given the promotion instead. Jane was furious and felt like her hard work had gone unnoticed. She began to undermine Mike and talk badly about him to other coworkers.



Correct answers and teaching tips

Exercise 1.

Created in the “Questions for a YouTube video” tool

Correct answers:

1. There are five different conflict styles: lose-lose, win-lose, compromise, win-win, and win-win-win.
2. The disputed poster features babies as artists, and Oscar finds it offensive because it is kitsch and destroys art.
3. A compromise involves both parties giving up something to reach an agreement, while a win-win solution benefits both parties without requiring them to give up anything.
4. The final solution proposed by Michael is to make the poster into a t-shirt, which satisfies all parties involved.

Exercise 2.

Created in the “Discussion questions” tool

Exercise 3.

Made in the “Create a text” tool: Formal letter

The expressions that the HR manager uses to mediate in this conflict are:

- to address conflicts in a constructive manner
- to maintain a positive work environment
- it is understandable that this ___ would cause ___
- it would be beneficial for both parties
- to actively listen to each other's perspectives
- to work together to find a solution that works for everyone
- to express how the situation made you feel

Exercise 4.

Created in the “Create a text” tool

1. He said that I was always late for meetings.
2. She accused me by saying that I was stealing her ideas.
3. She claimed that I had been spreading rumors about her all that time.
4. He suggested that I was purposely sabotaging his work.
5. She insisted that I had lied about completing the task.
6. He said that I wasn't a team player.
7. She claimed that I had made inappropriate comments to her.
8. He said that I had been slacking off and not putting in enough effort.

Exercise 5.

Created in the “Create a text” tool