

Conflict Management with Peers
GPPD
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Scenarios

For listening:

Groups of 3: one person is the **speaker** (see possible situations below), one is the **listener** and the other is the **observer**. Decide once you are together, who will be what.

Two rounds (each less than a minute...long enough to get into it but not long enough that the speaker gets frustrated!):

1. Poor listening – be the worst listener you can be; Sadly, we all know how to do this
2. Good listening – be the best listener you can be)

Speaker: you want to talk about something you have a lot of feeling about; it is important to you (see suggested scenarios below or any others that you want).

Listener: first round, do your worst listening; second round do your best listening.

Observer: you will be the timekeeper. Most importantly, you will keep track of what the listener is doing or not doing when they are “poor listeners” and when they are “good listeners”.

Process: Start with poor listening and let it go for less than a minute (people get annoyed when others don’t listen!). Talk briefly about what the listener was doing or not doing. Then switch to the good listening (give the listener a chance to redeem themselves) and let that go for less than a minute. Talk briefly about what the listener was doing or not doing. Be prepared to share some of your observations when we return to the larger group.

Possible topics:

- You are being asked to take on yet another task and you already feel overwhelmed.
- Someone made dismissive comments about your work in a meeting. You want to talk with them but are anxious.
- You didn’t get selected for a position that you really wanted.
- You don’t want to go to the meeting because you never get a chance to say anything or people ignore you.
- After all the effort you put into the report, your contribution is not acknowledged.
- You are anxious about raising ideas in the team meeting