

Dealing With Conflict Role-Play (1 of 3)

ACTIVITY

Class or small group activity with volunteers for role-plays; 15–30 minutes

MATERIALS

Scissors

OBJECTIVE

The purpose of this activity is to allow students to practice dealing with conflict in a safe environment.

NBEA STANDARDS

- » **Entrepreneurs and Entrepreneurial Opportunities:** Recognize that entrepreneurs possess unique characteristics and examine the role of innovation in entrepreneurial opportunities.

CHARACTERISTICS OF AN ENTREPRENEUR

- Compare and contrast one's personal characteristics with those that are typical of an entrepreneur.
- Develop a portfolio of personal accomplishments demonstrating entrepreneurial characteristics.

ENTREPRENEURIAL SKILLS AND ETHICAL RESPONSIBILITIES

- Identify effective communication methods used in business.
- Discuss examples of honest and dishonest business practices.
- Evaluate the best method of communication for business scenarios.

IDEA GENERATION THROUGH INNOVATION AND PROBLEM SOLVING

- Recognize opportunities resulting from other peoples' wants and perceived needs.

PROCEDURE

- » Print the following pages and cut out the cards. Arrange the cards on a table.
- » Review the "Dealing With Conflict" material to encourage students to practice the suggestions for dealing with conflict: take responsibility, identify mistakes, stay calm, listen carefully, commit to resolution, follow-up, and develop good policies.
- » If you are doing this activity with the entire class, enlist four students to role-play customers with problems and enlist four students to be the business owners dealing with the conflict situation. If you are doing this activity within smaller groups, allow students to alternate being the customer and being the owner.
- » The customer will pick one of the cards and hand the corresponding owner card to the business owner. Each person will have 60 seconds to read the card silently and prepare for the role-play. The owner will greet the customer and welcome them to their business using the business name. The customer will introduce himself/herself by name (just their first name, not the descriptive adjective) and proceed with the role-play.
- » Continue with additional role-play cards as time allows.

Dealing With Conflict Role-Play (2 of 3)

1 CUSTOMER

Angry Andy/Angela

You're angry because the guy who came to mow your yard this week did not do a good job. There are grass clippings all over your freshly mulched flower beds as well as on your patio at the back of the house. In addition, the entire edge along the sidewalk in front of your yard was not trimmed at all. Express your anger and dissatisfaction in a way the owner knows you are upset but that you are looking for resolution to the situation more than anything. You want to know why the business would allow someone to do such a poor job with your yard. You would be appeased if the owner would fix the issues at no extra charge. Anything else the owner might offer would be a bonus that you should also appreciate. If the owner is willing to fix the situation, your anger will diminish.

1 OWNER

Plush Landscapes (Yard Service)

You run a complete yard care service (mowing, edging, weed trimming, and sidewalk/driveway blowing away of debris). You have recently added two of your friends who are working for you to help you cover the large number of yards you service each week. Due to some heavy rains earlier in the week, you have had to mow more yards in a shorter number of days, though that should not have impacted the service your customers received. Because of the rain, the grass in most yards was a bit longer than normal resulting in some extra clippings—especially in one yard that one of your friends mowed for you. Remember that you want to make your customers happy (within reason), so that you can keep them as customers. Be willing to offer suggestions for fixing any issues a customer might have with your service. Make sure to settle on a solution and a day and time you will fix the situation.

2 CUSTOMER

Picky Pete/Patricia

You recently bought some handmade jewelry—a necklace, a set of earrings, and a bracelet. The entire set was displayed separately but the salesperson told you they all went together. When you got home and examined the jewelry closely, you discovered that the stones in the two earrings didn't match each other well in size or shape. Sure, they are close, but not close enough for your taste. To make matters worse, the colors in the earrings didn't match the necklace exactly. You really like the necklace, however, and it seems to match the bracelet well. You want to have the earrings replaced if possible or refunded. You would prefer to have the earrings replaced (instead of refunded) so that you can enjoy the entire set together. You like the necklace and bracelet enough that you don't want to simply return everything. Remember, you are super picky.

2 OWNER

Sparklers (Jewelry)

You make handmade jewelry pieces. When you buy your supplies, you try to create pieces that match as much as possible. You realize some people really like to have matching sets consisting of a necklace, earrings, and bracelet so you always create a couple of those. Because the shapes, sizes, and colors of stones don't always match exactly, you try to create pieces that are very close. Your jewelry is unique and every piece has its own character, which means that some stones don't match as closely as you might prefer. You try to create great pieces for your customers and offer them at fair prices. You want customers to be happy and to wear your jewelry because that is great advertising for you. An unhappy customer will not wear your jewelry or tell anyone else about it. Help an unhappy customer exchange pieces, accept a return, or perhaps offer to rework the jewelry pieces (within reason) to ensure they are satisfied with their purchases.

Dealing With Conflict Role-Play (3 of 3)

3 CUSTOMER

Complaining Carl/Carol

You recently bought a custom print T-shirt from a local vendor at a flea market. However, after wearing the T-shirt once and washing it, a portion of the design (about 25%) has faded drastically and one corner of the design washed away completely. You followed all of the washing instructions on the tag. You complain that the process or materials must be poor quality because you've never had any other shirt do that. Also, you complain that the T-shirt said "preshrunk," but after washing it, you feel like it has shrunk since it doesn't fit as well as it did originally. You would consider it a win if the owner would replace your shirt with a brand-new T-shirt that is one size larger.

3 OWNER

To a Tee (T-shirt Print Design)

Your custom print T-shirts are typically made a couple of days before an event. In addition, you print some of the shirts at the event itself. While you try to be as careful as possible, if you don't get a T-shirt onto the print frame straight, the design can get off-center. The inks you use are high-quality and fade resistant. You were made aware this week that one of your T-shirt vendors was recalling a shipment of imperfect shirts that went out. The shirts have affected print quality for many printers. Make sure to work with any unhappy customers to offer a full refund or print a new T-shirt for them.

4 CUSTOMER

Impatient Ike/Ivey

You are walking from a parking garage to a meeting in a downtown location. You decide to stop to grab a hot dog, chips, and a drink from a hot dog cart. However, you are on a very tight time schedule and you are very impatient. Order a hot dog, chips, and drink and let the owner know how much of a rush you are in. Continue to act impatient (check your watch or phone and appear agitated) and bothered by the fact that it is taking so long to get your order fulfilled. Continually mention you are late for a meeting and request a rush order. Be appreciative of any extra gestures the owner may make to appease you—but you are still in a hurry.

4 OWNER

Dog Days (Hot Dog Cart)

One of the keys to your business is consistent, quality service. Make sure to ask the customer what condiments they would like on their hot dog, what type of chips they would like, and what type and what size of drink they would like. Explain that your hot dog buns are steamed upon order to ensure they are hot and fresh. Explain to the customer that you want to make sure their order is correct. Be willing to offer a free cookie and/or drink upgrade to satisfy a customer if necessary.