



ARIZONA COURT SUPERVISOR PROGRAM Worksheet



Name: _____ Title: _____

Court: _____ Phone number: _____

Course: _____ Date Completed: _____

After viewing the following resources please complete and submit this worksheet. Make sure you read the Additional Readings suggested in the classes.

PREPARING FOR A DIFFICULT CONVERSATION LEADING TEAMS: DEALING WITH CONFLICT

Supervisor Essential Skill – Conflict Resolution

Learning Objective: Identify best practices in addressing conflict in the workplace.

1. According to the session “Preparing for a Difficult Conversation” what are the three elements of a difficult conversation?

- 1.
- 2.
- 3.

2. Briefly explain the 6 approaches to team conflict resolution.

1. Confronting--
2. Collaborating--
3. Compromising--
4. Accommodating--
5. Forcing--
6. Avoiding--

3. Think of your current relationship with your direct reports. Do you have any processes or procedures to manage conflict? If not, what do you usually do when a conflict occurs?

4. What are the possible consequences of delaying or avoiding having a difficult conversation?
5. On a scale of 1 to 10, with 1=easy and 10=impossible: Rate each of the following and give an explanation of why.
- a. Offering constructive criticism to your boss. _____ Why?
 - b. Delivering negative feedback to a direct report. _____ Why?
 - c. Giving constructive criticism to a friend/co-worker. _____ Why?
6. Discuss (not by name) a time when you've worked with a difficult person. In what ways was this person difficult? Name the valuable contributions they made to your team despite the challenges they provided. What could have been done to influence this person to be more cooperative and collaborative?

I certify that I spent _____ hours completing this unit (CBTs and worksheet) not including breaks.

Signature

Date

Original worksheet is to be returned with ACS program checklist upon completion of all ACS requirements. A copy may be sent to your training coordinator if you wish to receive COJET credit.

Please complete the evaluation for this topic online at <https://www.surveymonkey.com/r/acsonline3>