

## **Chapter 15 Review**

### **Create and Design**

#### **Conflict Resolution**

##### **Instructions**

Read the scenario below, then write a response to the prompt.

You are the sales manager of a large corporation that distributes golf equipment to retail stores. Your responsibility is to manage a team of eight people and you hold a weekly meeting to check in with your team and assess your latest goals.

You arrive to your meeting today a few minutes late because you had to take an urgent call from your superior. When you enter the conference room, you are shocked to see that two of your team members are in a heated argument. Tom is aggressively pounding his fists on the table while Mike continues to talk over Tom. Before you can react, Karen jumps in and assertively instructs Tom and Mike to both sit down. The five other team members sit passively watching the event unfold.

Karen sees you standing in the doorway and waves you in with an exasperated look on her face asking you for help. It is your responsibility to manage the situation.

What do you do? Write your response below on how you would handle the argument. Think about what communication skills, supervision techniques, and teamwork skills are needed to successfully mediate the argument.