**EFF Interpersonal Skill: Resolve Conflict & Negotiate**

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<th>Level 1 Parenting/Family</th>
<th>Level 2 Clinic Receptionist</th>
<th>Level 3 Customer Service Rep.</th>
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<td>Bus passes are more expensive now. You want your teenage son to use part of his allowance to buy his bus pass. He thinks you should buy it.</td>
<td>Meet with coworkers and talk about resolving conflicts and responsibilities for keeping a safe, clean workspace.</td>
<td>A customer who wants a full refund for an item is angry about the store’s return policy. According to the policy, he is not eligible for a full refund. Find a solution that is within the store policy but that makes the customer happy.</td>
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**Objectives**

**Acknowledge that there is a conflict. Identify areas of agreement & disagreement.**
- State your opinion about who should pay for the bus pass. Agree that you need a plan to be able to cover the cost.
- State opinions how the work area can be improved. Agree that there is a problem and that you need rules for keeping the desk clean.
- Listen to the customer describe the problem. State the return policy guidelines for return and full refund. Decide on priorities for the customer. Identify numerous areas of agreement.

**Generate options for resolving conflict that have “win/win” potential**
- Investigate exact amount of increase. Come up with one option that you both agree on. For example, son will pay for the pass, but agree that his allowance will be increased to help cover the cost.
- Find out how everyone wants the area to look. Make a list of possible solutions or rules that define how area is used.
- Consult return policy and a supervisor. Make sure you know all the possible options that the customer has. Decide on a few options allowed by the return policy to present to customer.

**Engage parties in trying to reach agreement on a course of action that can satisfy the needs & interests of all**
- Use eye contact & attentive body language when describing the terms of agreement. Make sure everyone’s needs & interests are met. For example: Confirm cost of bus pass. Make a list of son’s responsibilities at home that must be accomplished to get allowance. Increase the amount of work to justify the increased allowance.
- Talk about options & present ideas with what you know about each person (habits & preferences) in mind. Keep a sense of humor & use eye contact & attentive body language while you discuss schedules & task that needed to be done at the reception desk each shift. Create consensus on which ideas in the list of possible solutions is feasible.
- Use a wide range of strategies to negotiate with the customer: Be open, honest, & polite. Encourage the customer to state his opinion. Think about other conflicts you’ve helped resolve. Get to know the customer’s needs and make predictions about how customer will respond to a few different solutions. Talk about options & present ideas with what you know about the customer’s needs. Keep a sense of humor & use eye contact & attentive body language. Ask questions & restate to make sure you understand each other. Create consensus.

**Evaluate results of efforts & revise approach as necessary**
- Talk with each other to make sure agreement is working. Adjust terms of agreement as necessary. For example, son doesn’t have enough time to do homework because of new jobs at home. Reexamine list of responsibilities & lighten the load.
- Make sure everyone involved has participated fairly in the discussion. Make sure consensus is supported. Adjust terms of agreement as necessary.
- Make sure everyone involved has participated fairly in the discussion. Make sure consensus is supported. If possible, adjust terms of agreement as necessary.

Examples & objectives come from charts found in:  
*Getting Ready for the Work Readiness Credential. Appendix B “Performance Continua for EFF Work readiness Profile Skills”*  
http://eff.cls.utk.edu/PDF/WRCGuide10142005.pdf  
Scenarios are based on “Indicators” in these same EFF charts.