

**CONFIDENT COMMUNICATION**

Participant Role Plays

Conflict Resolution Day 2018

Confident Communication takes practice! In groups of 2, choose a scenario and practice communicating your concerns in a confident and assertive manner. Afterwards, discuss the following:

* how did it feel to talk about the ‘conflict’ in a confident way?
* how did the receiver feel while hearing the confident communication?
* what are your inclinations for next steps?

**Scenario:**

You have a boss that continually drops extra work on your desk with little instruction and short timelines.

**Scenario:**

You book 2 hours off work to bring your vehicle in for repair. You have to get back for a meeting. Your mechanic is late and your appointment is delayed. You cannot book more time off and your car needs the repair.

**Scenario:**

Your cubicle mate is very loud when on the phone. It is distracting and you find it difficult to focus on your tasks.