Case study worksheet

**Your Task**

Utilising the information about conflict management and the three styles of behaviour, work in groups to find the best solution to the case study presented below:

Your group will be allocated a behaviour style to focus on. Your dominant behaviour style is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Case study information**

A group of four people have been placed together by their lecturer to undertake a group assignment for presentation in 10 days’ time. These people come from varying backgrounds with their personal external commitments and differing styles of learning.

It has been agreed that the group will get together tomorrow to develop a plan for direction with their presentation and identify what research is to be undertaken. At the conclusion of the meeting, tasks have been allocated to each member and it is agreed to meet in 1 weeks’ time to review and assess their material.

Eight days have passed, and the time has arrived for the meeting to take place, however the following events occur:

* Only 3 of the 4 members arrive for the meeting.
* It is identified that 1 person has undertaken extensive research and the others have barely started gathering information.
* One member of the group is very vocal and wants some action and direction and decides to take control and tell everyone else what to do.
* There is no understanding by the team members of the concept of effective teamwork- i.e. how an effective team can achieve more than an individual.
* One of the team members has a personal indifference towards one of the other members of the team.
* One team member is frustrated and upset because they realise that their personal mark could be impacted by the group dynamics and overall mark but doesn’t know what to do to resolve their personal situation.

**Questions**

As a group, work together with what you consider has gone wrong and how this conflict could have been avoided on day 1.

Identify the problems and think of possible solutions to resolve each of the situations listed so that the group can work productively for the rest of their time together and maximise potential marks, keeping in mind the now limited time before the presentation.