

Conflict Resolution Scenario Assessment Checklist

You will engage in two short conflict resolution exercises followed by brief self evaluation:

1. Exercise 1: A 3-4 minute conflict resolution role play where you and a peer engage in a hypothetical dispute about a difference in opinion about an academic paper.
2. Exercise 2: A 3-4 minute conflict resolution role play where you are in the position of trying to mediate a dispute between two “colleagues” through using appropriate conflict resolution skills.
3. Two minute self-evaluation of whether you felt you had understood and managed the conflicts appropriately.

Conflict Resolution Skills Checklist

1. Understanding the Conflict

- ☐ Have they identified what the disagreement is really about?
 - ☐ Do they understand each person’s point of view?
 - ☐ Have they considered how emotions, roles, or context might be influencing the situation?
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2. Staying Impartial

- ☐ Have they remained neutral and fair throughout?
 - ☐ Have they avoided taking sides—verbally and non-verbally?
 - ☐ Are they demonstrating awareness of any personal biases and keeping them in check?
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3. Communication Skills

Active Listening

- ☐ paying attention (eye contact, nodding, short verbal cues)?
- ☐ summarising or paraphrasing what each person says to show understanding?
- ☐ asking open questions to get more clarity?

Empathy

- ☐ acknowledging each person's feelings without blaming?
 - ☐ responding sensitively to emotional cues?
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4. Emotional Regulation

- ☐ staying calm, even if emotions rise?
 - ☐ choosing responses thoughtfully?
 - ☐ helping de-escalate tension rather than adding to it?
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5. Mediation Skills

- ☐ have they set some structure for the conversation so everyone knows what to expect?
 - ☐ giving both people equal space to speak?
 - ☐ encouraging them to talk about underlying needs, not just immediate complaints?
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6. Working Towards Solutions

- ☐ helping both parties explore possible solutions together?
 - ☐ avoiding pushing their own solution?
 - ☐ Are the solutions realistic and acceptable to both colleagues?
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7. Ending the Session Well

- ☐ summarised what has been agreed?
 - ☐ checked that both colleagues feel heard and satisfied with the outcome?
 - ☐ agreed on what happens next or any follow-up steps?
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8. Reflection & Professionalism

- ☐ Did they maintain professionalism throughout (tone, body language, boundaries)?

- ☐ able to reflect afterwards on what worked well and what could improve?