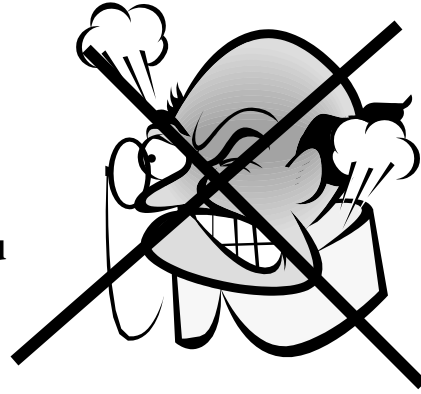


How Should You Handle This?



Your group will be assigned one of the scenarios below.

1. Read the scenario and determine which conflict style and tools would work *best* to resolve the situation.
2. Then discuss the *worst* way to resolve this situation.
3. Then develop a one to two-minute role-play to be presented to the whole group. You can choose whether to demonstrate the worst way *or* the best way to resolve this situation.

SCENARIO 1

You inform a patron they have \$10.00 in fines on their card. The patron begins to complain loudly they took care of this *last* time they were in this library and were assured this was resolved. The patron tells you they are tired of being harassed about this and want to speak to the “library director” right away!

SCENARIO 2

A patron approaches you and complains that another staff member spoke rudely to their child and corrected the child’s behavior just because they were running through the children’s area. The parent disapproves of the staff member’s actions, their tone of voice and the way they looked at their child. They want something to be done!

SCENARIO 3

A patron has been talking loudly on his cell phone at the public PCs for several minutes. Other patrons are glancing at him and appear annoyed. One patron approaches you and complains about the patron’s use of the cell phone – they feel it is inappropriate in a public library. They think it was a horrible idea to change the policy to permit cell phone usage in the library. They want to know why it was changed, and they want something to be done about the noisy patron now.