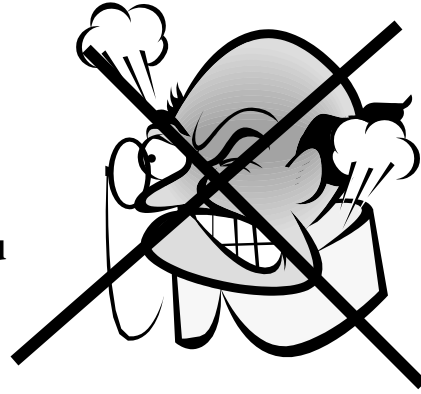


## How Should You Handle This?



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

A patron comes to check out materials and you tell them that they have a .30 cent fine. They immediately appear agitated and begin a long explanation that this always happens to them, no one listens to them, and they are frustrated because they know they have already paid the fine.

### SCENARIO 2

A patron comes up to the desk, is red-faced and obviously angry about the slowness of the public computers. He is trying to apply for a job online. He says the jobsite he is on usually takes him only a few minutes, but today he has been waiting for it to upload his resume and it is taking at least 30 minutes. He has to go to an interview soon and wants to know why this is happening.

### SCENARIO 3

A patron calls your branch and sounds in a panic. He wants to know why he still has not received a book that he requested several weeks ago. He has been next in line the whole time, has been calling each week to see if it is yet available, and has been told each time that he should get the book soon. When you check the record you see that there is only one copy of the book and it is still checked out. It is overdue and may be lost.