



High School

Name: _____

Date: _____

Conflict Resolution

Directions: Using Scenario 1 as an example, working with a partner or small group, resolve the conflict in Scenario 2 using the SCOPE-IT strategy.

SCOPE-IT!	Scenario 1: All your friends are going out on Saturday night, but you're supposed to work.	Scenario 2: There's a big party happening at a friend's house while their parents are out of town. Your parents only let you go to parties if adults are present.
Stop and take some deep breaths. Identify the precise problem.	I really want to go out with my friends but I'm scheduled to work.	
Consider how you are feeling and why.	I haven't been able to hang out with my friends in forever! But I'm also saving up for some new sneakers.	
Options: What can you do? What obstacles might get in the way?	I can try to switch shifts with someone but I probably won't find anyone to do it. I could call in sick, but I won't make any money and I might get in trouble. I could try to meet up another time with my friends, but we all have busy schedules.	
Plan: What are the steps?	I decided that it's more important to be with my friends than make money so I'm going to try to change my shift.	
Evaluate the outcome.	I had an OK time going out, but I let my coworkers down and now I have to wait even longer to get my sneakers.	
Insights: How can I use what I've learned?	Next time I'll try to be part of the planning process so I don't have to decide between work and money.	
Transform: Is that consistent with who I	I'm really glad I had a chance to spend time with my friends, but my	



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want to be?	values of being trustworthy and reliable were put on the line when I had to call to change my shift at the last minute. Those values are important to me. I'll try to improve my communication with my friends so that we can try to schedule plans around my work obligations.	
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