

## Imaginary conflict scenarios

**Scenario 1:** “B” prepares a monthly report for the boss, due on 20<sup>th</sup> of each month. He/she needs several pieces information from “A” to do the report. A doesn’t usually deliver them until 22<sup>nd</sup> which makes “B” look incompetent and feel frustrated with “A”.

**Scenario 2:** “B” prefers to email people rather than have telephone calls or face-to-face meetings. “A” likes to do things face-to-face. Their different communication preferences means they are starting to get irritated with each other.