

## Conflict resolution case studies

### **Case Study 1: Roommate Conflict (Personal Conflict)**

Ayesha and Sana are university roommates. Ayesha is a morning person and prefers to sleep early, while Sana stays up late watching Netflix. Ayesha has an 8 AM psychology class and has been losing sleep because of Sana's late-night noise. They have had multiple arguments, but Sana insists she needs time to relax. Their friendship is starting to suffer.

#### **Questions:**

1. What type of conflict is this?
  2. What are the main concerns of both parties?
  3. If you were Ayesha, how would you communicate your concerns effectively?
  4. How can Sana accommodate Ayesha's concerns without feeling restricted?
  5. What conflict resolution strategies could help them find a win-win solution?
- 

### **Case Study 2: Miscommunication in a Workplace Team (Workplace Conflict)**

Ali is working on a group project for his internship at a research center. His team leader, Bilal, gives instructions through emails, but Ali prefers face-to-face discussions. Due to miscommunication, Ali submitted an incomplete report, and Bilal was frustrated. Instead of discussing the issue, Bilal publicly criticized Ali during a team meeting. Ali feels embarrassed and is now avoiding work.

#### **Questions:**

1. What went wrong in this situation?
  2. What type of conflict is this?
  3. What could Bilal have done differently as a leader?
  4. If you were Ali, how would you address the situation?
  5. What strategies could help improve communication in workplace teams?
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### **Case Study 3: Family Business Dispute (Interpersonal & Financial Conflict)**

A father and son run a small business together. The son wants to modernize the business by launching an online store, but the father believes their traditional methods have worked fine for decades. Their disagreements have become heated, and now they barely speak to each other at work.

#### **Questions:**

1. What type of conflict is this?
  2. Why might the father resist change? Why might the son be frustrated?
  3. How could they communicate their perspectives without damaging their relationship?
  4. What negotiation techniques could they use to reach a compromise?
  5. What would be the benefits of listening to each other's perspectives?
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# Workplace Conflict Resolution Case Studies

**Liying Dong**



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