

# Large Group Activity: Cards Against Conflicts

Conflict resolution is the process of addressing and resolving disagreements or disputes between parties through communication and negotiation. When we make a game out of a frustrating or tension-filled situation, it allows us to use a friendly atmosphere to broaden our perspectives. The goal of this activity is to explore the best way to deal with tough situations so the lessons can apply to real-life scenarios.

## Instructions

### Smaller Groups

#### Set Up

- Print pages 2-10 of this document.
- Cut out the cards and divide piles of “Scenarios” and “Responses.”
- Randomly divide the response cards evenly amongst all players to form a hand of cards.

#### Play

1. **Pick a Scenario:** One player picks a single Scenario Card from the Scenarios pile and reads it aloud.
2. **Select Response Cards:** Each player selects a Response Card from their hand that they think is the best solution to the scenario.
3. **Share Responses:** Each player then shares a response to the Scenario that uses their card’s theme or behavior.
4. **Pick a Winner:** The group votes on the best approach, and the player who proposed the winning response is awarded one point.

Repeat Steps 1-3 for 10 scenarios. At the end of the game, whoever gets the highest number of points wins the “Best Communicator Award”! ([Find on slide 25 of the Cards Against Conflicts PowerPoint](#))

### Other Variations

- Create your own scenarios that are more relevant to your laboratory.
- Increase or decrease the number of scenarios, depending on time.
- Instead of dividing the Response cards, all players/ teams can have access to all Response cards by printing multiple copies.
- For a larger group, [use the PowerPoint version of the activity](#).

### Reflection

Areas for discussion after completing this group activity:

1. What were some “aha” moments that you encountered regarding how others perceive situations?
2. What’s the smallest number of solutions that your group came up with for one situation? Why do you think this happened?

Use this in conjunction with the other Conflict Resolution resources in the [Effective Communication for Aspiring Laboratory Leaders Toolkit](#), designed by Cohort 17 of the [APHL Emerging Leader Program](#) to empower public health laboratory professionals to be better leaders by improving communication skills.

The toolkit has three sections: **Relationship Building**, **Empowering Colleagues** and **Conflict Resolution**.

# Cards

Print pages this dsection and cut out the cards; divide into piles of “Scenarios” and “Responses.”  
Find **Blank Cards** on **page 5** to make your own scenarios and responses.

## Scenarios

<p><b>Data Manipulation</b></p> <p>A laboratorian falsifies verification data to achieve desired results.</p>	<p><b>Equipment Destroyed</b></p> <p>Someone accidentally damages crucial laboratory equipment, interrupting testing and risking safety.</p>	<p><b>Chemical Spill</b></p> <p>A laboratory member accidentally spilled _____.</p>	<p><b>Notebook Hoarder</b></p> <p>Your supervisor locked away all the notebooks, preventing team members from getting new notebooks.</p>
<p><b>Imaginative Writer</b></p> <p>A leader from another team is too creative in writing the narrative of the new grant proposal. The goals are beyond the reach of the laboratory.</p>	<p><b>Over Confidence</b></p> <p>Another team member is not following laboratory protocol and performing their test with their own methods. Reagents were used up and the results cannot be used.</p>	<p><b>Inadequate Training</b></p> <p>The new supervisor created a new training plan. New team members are now skipping steps and placing reagents in a different location.</p>	<p><b>Telephone Game</b></p> <p>Another laboratory leader keeps communicating via telephone and all the units have different ideas about the next step in launching a project.</p>
<p><b>Power Struggle</b></p> <p>Two senior researchers are constantly arguing in team huddles. Team members feel very uncomfortable.</p>	<p><b>Favoritism</b></p> <p>Your supervisor keeps bringing new projects to a specific team member, leaving you with the mundane tasks.</p>	<p><b>Email Data</b></p> <p>A coworker repeatedly sends patient data through emails instead of the designated file sharing system.</p>	<p><b>Rush to Publish</b></p> <p>The lead author wants to exclude a co-author who always take a long time to review draft manuscripts.</p>
<p><b>Vandal on the Loose</b></p> <p>A disgruntled employee is drawing inappropriate images on different instruments with a permanent marker.</p>	<p><b>Pen Thief</b></p> <p>You're a supervisor. You notice that an unusual number of pens are missing from the office supply cabinet.</p>	<p><b>Give Us a Break</b></p> <p>Your team has been working over-time to respond to a new outbreak for the past three months. Lab director insists on status-quo.</p>	<p><b>Eager Beaver</b></p> <p>A coworker always excitedly takes on new project, but they get overwhelmed and end up giving team members more work.</p>

## Responses

<b>Open Communication</b>	<b>Active Listening</b>	<b>Identify the Root Cause</b>	<b>Take a Deep Breath</b>
<b>Empathy</b>	<b>Seek Common Ground</b>	<b>Use “I feel ...” Statements</b>	<b>Set Ground Rules</b>
<b>Mediation</b>	<b>Compromise</b>	<b>Collaboration</b>	<b>Take a Break</b>
<b>Clarify Misunderstanding</b>	<b>Focus on End Goal</b>	<b>Apologize Sincerely When Necessary</b>	<b>Forgive and Move On</b>
<b>Conflict Coaching</b>	<b>Team Building Activities</b>	<b>Role Reversal</b>	<b>Brainstorm Solutions</b>

<b>Prioritize Issues</b>	<b>Agree to Disagree</b>	<b>Document Agreements</b>	<b>Regular Check-ins</b>
<b>Respect Boundaries</b>	<b>Use Positive Language</b>	<b>Identify Shared Goals</b>	<b>Reflection on Feedback</b>
<b>Avoid Blame</b>	<b>Set Clear Expectations</b>	<b>Use Humor</b>	<b>Focus on the Solutions</b>
<b>Acknowledge Contributions</b>	<b>Stay Focused on the Future</b>	<b>Encourage Accountability</b>	<b>Cultivate Patience</b>
<b>Maintain Confidentiality</b>	<b>Reiterate Commitment</b>	<b>Celebrate Resolutions</b>	<b>Focus on Behavior, Not Personality</b>

# Blank Cards

