



Confrontation Scenarios

Read each scenario and practice what you would say and do in each. Determine if you would confront the situation or not and what factors you would consider in making that decision. If you decide not to confront it, discuss the potential consequences. If you decide to confront it, share what confrontation style you would use and what you would say.

Scenario 1

One of your coworkers is amazing with your clients. He connects with them and develops strong relationships. Outside of his direct interaction with clients, however, his performance is not meeting expectations. He struggles with completing his admin work on time and he is frequently late. He does not help with set up or clean up and that leaves you to pick up the slack.

Would you confront him?

What factors would you consider in making your decision?

What are the potential consequences of not confronting him? What are the possible benefits?

What are the potential consequences of confronting him? What are the possible benefits?

If you do confront him, what confrontation style would you use? What would you say?

Scenario 2

You have recently accepted a friend request on social media from one of your coworkers. She is great but some of the stuff she posts is... not so great. She complains about your boss and the job quite a bit, mostly in a humorous way but it still feels like she is crossing a line.

Would you confront her?

What factors would you consider in making your decision?

What are the potential consequences of not confronting her? What are the possible benefits?

What are the potential consequences of confronting her? What are the possible benefits?

If you do confront her, what confrontation style would you use? What would you say?

Scenario 3

You are a hard worker and good at your job. You always do what is expected of you and frequently go above and beyond. Because of this, your supervisor often turns to you when they need something. They are always appreciative, and they trust you. However, you already have so much to do, and because your supervisor always turns to you, you are doing way more work than anyone else.

Would you confront them?

What factors would you consider in making your decision?

What are the potential consequences of not confronting them? What are the possible benefits?

What are the potential consequences of confronting them? What are the possible benefits?

If you do confront them, what confrontation style would you use? What would you say?