

Case Studies for Conflict Resolution: A key element in civil rights training

Discussion Guide

Case Study #1

1. What could Julia have done differently to avoid or minimize this conflict? What could Julia learn from this experience? (Creative Response)
2. Write the dialogue for the next time Julia sees Maria at the clinic.

Case Study #2

1. What are some assumptions that people make about WIC clients? Can you think of other examples where these assumptions could lead to conflict?
2. Write a new statement for Rebecca to use when talking with Mrs. Ortiz about her children's behavior. (Win/Win Approach)

Case Study #3

1. Have you ever been treated rudely by a WIC client? How did you respond?
2. Write a different response for Sandra to use after Angie asks to speak to someone else. (Cooperative Power)

Case Study #4

1. Why might the bilingual staff choose to speak in their native language?
2. How could Kelly address her feelings in a positive way? (Appropriate Assertiveness) How might her coworkers respond? (Empathy/Active Listening)