

Grade 12 Business Leadership, University (BOH4M) Lesson Plan

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| Unit 3: Management Challenges | Lesson 3-3: Conflict and it's Management | Time: 2 hours |
| Key Idea: The key idea of this lesson is to understand different conflict management styles and apply your understanding in different contexts. | | |
| <p style="text-align: center;">Ministry Expectations</p> <p>Overall Expectations:</p> <ul style="list-style-type: none"> evaluate the strategies used by individuals and organizations to manage stress and conflict; <p>Specific Expectations:</p> <ul style="list-style-type: none"> describe the factors that contribute to stress and conflict in the workplace; evaluate conflict-management styles and their impact on a situation. | <p style="text-align: center;">Learning Goals and Success Criteria</p> <p>By the end of the lesson, you will be able to:</p> <p>1. Identify common causes of conflict in the workplace and it's impact. I can state the most common causes of conflict in the workplace. I can identify the impact of conflict on businesses. I have researched at least 3 examples of conflict in the workplace in recent news.</p> <p>2. Evaluate conflict management styles and their impact on a situation. I can state the different categories of group members and their types. I can explain the role each type of member plays in a group. I can explain at least one advantage and one disadvantage of each type of group member. I understand how different types of group members will interact to create an effective team. I can apply my understanding of the conflict management styles in different situations.</p> | |
| <p>Materials Required</p> <ul style="list-style-type: none"> Moodle access & Internet Students need electronic device | <p>HOTS (Higher Order Thinking Skills)</p> <ul style="list-style-type: none"> Apply your learning in different situations of conflict. | |

| Purpose: What's the point? | Learning Activity: What is the teacher doing? | Student Action: What are students doing? |
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| Hook students into the lesson. (5 mins) | Introducing Lesson Topic and Learning Goals <ul style="list-style-type: none"> Write the learning goals on the board Show the video and ask students to evaluate the way each of them handled the stress, what was the conflict? How could it have been managed better? Go over the vocabulary for this lesson, also bring students attention to the Quizlet. | <ul style="list-style-type: none"> Students listen to the teacher, ask questions. They write down the Learning Goals (LG) or discuss with a partner to make sure they understand the LG. Students write down key vocabulary for the lesson. |
| Students connect the concept of stress with their lives. (30 mins) | 3-3A: Common Causes of Conflict <ul style="list-style-type: none"> Explain the common causes of workplace conflict – ask the students if they have experienced any of these? Go over the infographic to explain how conflict impacts employees and the workplace. Evaluate the example of Google and how it handles conflict – ask students to discuss to what extent they agree or disagree with Google's conflict management style. | <ul style="list-style-type: none"> Students answer questions in T/P/S. Students participate in discussion and evaluate Google's conflict management strategy using the video example. |
| Students understand conflict management styles. (20 mins) | 3-3B: Conflict Management Styles <ul style="list-style-type: none"> Show students the video about conflict and it's causes and what is conflict management. Explore the conflict resolution process. Explain the conflict management styles, their description, advantages and disadvantages. | <ul style="list-style-type: none"> Students take notes and discuss. Students can do further reading. |
| Students apply their understanding of the conflict management styles. (30 mins) | 3-3C: Conflict Management Styles Application <ul style="list-style-type: none"> Give students an opportunity to apply their understanding of the conflict management styles to real life situations. | <ul style="list-style-type: none"> Students apply their understanding of the conflict management styles to real life situations. |

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| | <ul style="list-style-type: none"> Once students have had a chance to post their answers, choose one or two examples for each conflict management style and explain the advantage and disadvantages through class discussion. | |
| Students assess their own conflict management style. (10 mins) | 3-3D: Assessing Your Management Style <ul style="list-style-type: none"> Go over the instructions of the test and how to take the test to assess one's conflict management style. | <ul style="list-style-type: none"> Students assess their own conflict management style. |
| Student assessment on management challenges. (30 mins) | 3-3E: Management Challenges: Case Study <ul style="list-style-type: none"> Go over the instructions of the assignment, read through the BP oil spill case study with the student, highlight the important information. | <ul style="list-style-type: none"> Students apply their knowledge and understanding to the assessment. |