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PARTICIPANT MATERIALS

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These materials support your participation in today's Practical Peace Solutions session, "How to Resolve Workplace Conflicts Across Power Divides."

1. GUIDED PRACTICE SCENARIO CARDS

- ***For the Guided Practice: "Curiosity → Stakes → Yes-And"***

These materials support your participation in today's Practical Peace Solutions session, "How to Resolve Workplace Conflicts Across Power Divides."

Use these as printed cards, shared verbally, or displayed in slides.

Scenario 1 — The 48-Hour Assignment

Your supervisor assigns a major deliverable due in 48 hours. You already have multiple deadlines and feel overwhelmed.

Use the strategy sequence:

Lead with Curiosity → Name the Stakes → Offer a Yes-And Solution

Scenario 2 — Priorities Shift Without Notice

A manager suddenly reassigns priorities and expects you to drop everything. You worry this will cause other team commitments to fall behind.

Scenario 3 — Feedback Delivered Harshly

A team lead critiques your work publicly during a meeting. You want to respond without escalating tension or damaging the relationship.

Scenario 4 — Role Blurring

Your supervisor repeatedly asks you to take on work outside your job description without acknowledging your existing responsibilities.

Scenario 5 — Conflicting Instructions

Two leaders give you contradictory directions. You need to clarify expectations without sounding defiant.

Scenario 6 — “Just Figure It Out”

A senior colleague dismisses your request for clarification, saying, “Just figure it out,” even though the task is ambiguous.

All scenarios support the **Curiosity → Stakes → Yes-And** sequence.

2. APPLIED PRACTICE ROLE-PLAY SCENARIOS

For Small Groups (4-5 participants)

These scenarios are longer and more complex to support deeper practice.

Scenario A — Dismissed Concern

You raised a concern last month about a recurring problem, but a supervisor brushed it off as “complaining.”

Today the issue resurfaces. You need to speak up again—without triggering defensiveness or reinforcing their perception.

Use:

Curiosity → Stakes → Yes-And

Observers note language that reduced defensiveness.

Scenario B — Unequal Expectations

You notice that junior employees are consistently asked to stay late, while senior staff leave on time. You want to raise the issue with your manager while maintaining professionalism.

Scenario C — Micromanaging Supervisor

Your supervisor checks in excessively and redoes your work, impacting your confidence and timelines. You want more autonomy but must raise it respectfully.

Scenario D — Biased Workload Distribution

One colleague is given leadership opportunities regularly, while you are assigned administrative tasks. You want to advocate for fair opportunities.

Scenario E — Escalating Tension with a Senior Colleague

A senior colleague's tone becomes sharp whenever you ask clarifying questions. You want to improve communication and reduce friction.

3. Quick Guide: Three Key Strategies Across Power Divides

1. Lead With Curiosity

What to do: Ask a genuine question before stating your view.

Why it works: Lowers defensiveness, opens dialogue, and signals respect.

Try saying:

- “Can you help me understand which deliverables are most urgent today?”
- “Could you walk me through your priorities on this?”

2. Name the Stakes

What to do: Connect your point to shared goals, outcomes, or risks.

Why it works: Shows alignment, reduces perceived challenge to authority.

Try saying:

- “If we move too quickly, we risk errors that could affect the client relationship.”
- “If expectations aren't clear, we might miss important steps.”

3. Offer a Yes-And Solution

What to do: Pair agreement or acknowledgment with a workable path forward.

Why it works: Keeps the conversation collaborative and future-focused.

Try saying:

- “Yes, I can take this on — and I'll need to move X to next week.”

- “Yes, I can adjust — and it would help to confirm which task is priority.”

4. “What If . . . ?” Troubleshooting Prompts

Reflection Activity Prompts (Workplace Power Divide Focus)

Use these as quick discussion prompts or end-of-session cards.

What if the person with more power gets defensive?

→ Use *Curiosity* first: “Could you share what concerns you most about...?”

What if you’re afraid of retaliation or being labeled difficult?

→ Use *Stakes*: connect your concern to shared goals, outcomes, or mission-related impacts.

What if you feel disrespected or talked over?

→ Use *Yes-And*: acknowledge the pressure they may be under while proposing a workable next step.

What if you freeze up because of hierarchy?

→ Start with a grounding micro-pause, then lead with a curious question.

What if the issue keeps happening even after conversation?

→ Revisit with a clearer “Stakes” framing and a more specific Yes-And proposal.

5. KEY TAKEAWAYS

- **How to Resolve Workplace Conflicts Across Power Divides**

Key Concepts

- Power divides don’t have to damage relationships.
- Speaking across hierarchy requires clarity, respect, and intentional grounding.
- Curiosity, Stakes, and Yes-And create confidence and structure.

The Three Strategies

1. **Lead with Curiosity**
2. **Name the Stakes**
3. **Offer a Yes-And Solution**

How to Practice

- Choose *one* upcoming workplace interaction to try the sequence.
- Notice differences in tone, openness, and shared understanding.

- Reflect afterward: What improved? What still felt challenging?

Continue Exploring

- Practical Peace Solutions webpage
- Do Something information sheets
- Choose Peace Practices sheets