

## **CEW – Student Evidence**

JA Career Success, Session 2 **CEW Academic Standard: 13.2.11.E** 13.3.11.A,B,C

Name: \_\_\_\_\_ Date: \_\_\_\_\_

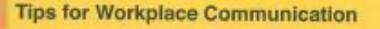
11<sup>th</sup> grade

In Session 2 we learned techniques to handle conflict in the workplace and the importance of communication in those situations. How do you think this activity will help you resolve workplace conflicts in the future?



## Student Name.

## **Conflict Management Fact Sheet**



- Carefully choose your words, both in writing and speaking. Avoid slang and casual terms.
- Stay professional in your nonverbal communication, including facial expressions, hand and body gestures, posture, and tone of voice. For example, always make eye contact when speaking to someone.
- Use active listening. Concentrate on what the speaker is trying to communicate; don't just wait for your turn to talk.
- When communicating in writing, remember to reread before sending because the reader cannot see your nonverbal cues. Words that can be funny in person may come across as insulting in writing.
- Stay positive and calm with customers, coworkers, and supervisors.
- Avoid multitasking. Maybe you are able to have a conversation while working on the computer, but in the workplace it is professional to stop and give another person your undivided attention.

