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IDS 105 Scenario Profiles

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Introduction

In this course, you will choose a scenario and one of the three conflict options to complete your project. Below is information related to each scenario, including a detailed description of the conflicts.



Scenario 1 – School

Extended Scenario from Project Guidelines and Rubric

You are interacting with a diverse group of peers this term who come from different cultures, socioeconomic statuses, ability levels, learning styles, career goals, and more. You are tasked with creating a guidebook that details the importance of social justice, cultural awareness, and communication strategies in the school setting. Your guidebook will begin by introducing the concepts of social justice in relation to the school setting. Then, it will describe how having an awareness of culture and diversity can positively impact communication and collaboration in school. Finally, it will model how to navigate one of the following conflicts by applying interpersonal communication strategies and restorative practices. Your guidebook will be passed down to new students.

Conflict #1 – Disagreement over feedback or grade from your instructor

You are an international exchange student. You recently received a grade of D- on your first research paper that you worked on for several weeks. You were surprised and disappointed with the grade, as you felt that you had put a lot of effort into the

disappointed with the grade, as you felt that you had put a lot of effort into the assignment and had followed the guidelines and rubric outlined by the instructor. When you reviewed the comments and feedback from your instructor, you found them to be vague and unhelpful, with no specific suggestions for improvement. You plan to meet with your instructor to discuss their feedback.

Conflict #2 – Feeling excluded from a group

You recently joined a new class and have been trying to make friends since you started. You joined a group of classmates who share your interests even though you all have different abilities and come from different cultural backgrounds. You recently experienced a life change that resulted in your being absent from school for two weeks. Since you have returned, you have been feeling increasingly excluded from the group. Whenever you try to participate in the conversation, the others either ignore you or change the topic. You have noticed that they often make plans together without including you, and you feel left out.

Conflict #3 – Determining priorities

You are a first-year college student and are feeling overwhelmed by the demands of the coursework, extracurricular activities, and your part-time job. You have a lot of assignments and projects due in the coming weeks, and you are finding it difficult to balance everything while still maintaining a healthy lifestyle and social life. Your close friend recommended that you meet with your academic advisor. Your academic advisor is from a different culture than you and suggests that you leave your part-time job. However, you need the job to help pay for college tuition and to remain in college.



Scenario 2 – Personal

Extended Scenario from Project Guidelines and Rubric

It's the time of year when you gather with friends and family. Recent events in the news that impact different cultures have caused differences of opinion related to issues of justice and fairness, creating conflict with those you care about. You are hosting the next holiday celebration with your family members and friends with diverse thoughts and opinions. You are tasked with creating a guidebook that details the importance of social justice, cultural awareness, and communication strategies in a personal setting. Your guidebook will begin by introducing the concepts of social justice in relation to a personal

guidebook will begin by introducing the concepts of social justice in relation to a personal setting. Then, it will describe how having an awareness of culture and diversity can positively impact communication and collaboration in personal settings. Finally, it will model how to navigate one of the following conflicts by applying interpersonal communication strategies and restorative practices. Your guidebook will be used at gatherings of friends and family in the future.

Conflict #1 – Disagreement with a family member about a political issue

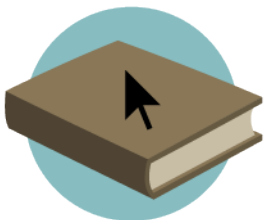
You and your sister-in-law, who is from a different culture, have always been close. Lately, you have been having disagreements about politics. Your sister-in-law is a passionate supporter of one political party, while you align more closely with the other. You have had several heated debates about issues that impact different cultures and identities, such as gun control, immigration, and healthcare, and you have both become increasingly frustrated with each other. One day, while having dinner together, the conversation turns to a recent controversial policy proposal. You find yourselves on opposite sides of the issue, and the conversation quickly becomes heated. You both begin to speak more loudly and interrupt each other.

Conflict #2 – Feeling excluded from your friends

You and your group of friends have different abilities and come from different cultures. You've recently experienced a life change and, as a result, you are feeling more increasingly excluded from your group of friends. You used to hang out together all the time, but now you find yourself left out of their plans and conversations. Whenever you try to join in, they seem to ignore you and brush you off.

Conflict #3 – Deciding what holidays to celebrate

Your family is a diverse family with many different people being married into the family as well. They all come from different religious backgrounds and cultural traditions, which can make it difficult to decide what holidays to celebrate as a family. As the holidays approach, your family needs to gather to discuss the plans for which holidays to celebrate. During the gathering, you all disagree over which holidays to celebrate.



Scenario 3 – Workplace

Extended Scenario from Project Guidelines and Rubric

The organization you work for is expanding and acquiring an international business, increasing the total employee population from 500 to 10,000. Employees are located in multiple states and countries across the world. You are tasked with creating a guidebook that details the importance of social justice, cultural awareness, and communication strategies in the workplace setting. Your guidebook will begin by introducing the concepts of social justice in relation to the workplace setting. Then, it will describe how having an awareness of culture and diversity can positively impact communication and collaboration in the workplace. Finally, it will model how to navigate one of the following conflicts by applying interpersonal communication strategies and restorative practices. Your guidebook will be given to all employees after they receive diversity training.

Conflict #1 – Disagreement with a colleague over work styles

You recently had a new international colleague join your team, but you both have very different work styles. You are a planner and like to have a detailed to-do list for each day, while your colleague prefers to work on tasks as they come up, without a specific plan in place. This difference in work styles has led to some tension between you and your colleague, as you both have different expectations for how the work should be completed. You feel like your colleague is disorganized and unreliable, while your colleague thinks you are too rigid and inflexible. You both were recently assigned to a new project, and you need to decide the best way to work together despite your work style differences.

Conflict #2 – Poor communication that resulted in a mistake

Your team is responsible for managing different client accounts. One day, you receive a request from a client to make changes to their website, but you are already working on several other projects and don't have the bandwidth to handle it. Without consulting with other team members, who are also experienced in website design, you assign the task to a junior employee of the recently acquired international business. The employee makes a mistake in the coding, which causes the website to crash and results in a loss of revenue for the client. When your other team members find out about the mistake, they are upset that you didn't consult them about the task and feel that you should have known better than to assign it to a junior employee. You, on the other hand, feel that your other team members should have stepped in to help if they knew you were too busy to handle the task.

Conflict #3 – Working with a colleague who is in a different time zone

You and your colleague work at the same organization, but you are based in different

countries and time zones. You are in the United States, while your colleague is in India, which is 10.5 hours ahead of your time zone. You and your colleague are having trouble communicating effectively, as you are often unavailable during each other's work hours. You recently began to miss important deadlines in your current project due to the troubles coordinating your work with each other, which leads to frustration and tension.

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