

## Conflict Resolution Scenarios – Counseling and Mental Health

George works very hard as a clinical counselor and feels the other counselors are not carrying their weight. This is causing conflict among the counselors. George decides to talk about the other counselor with the clinical doctors. This causes tension and conflict among the counselors at the clinic.

Mary, a psychiatric nurse, did not receive the promotion she felt she deserved. She decides to deliberately instigate a work slow-down which in turn casts the supervisor in a bad light. As a result, and due to the fact that it was a slow month, all employees' hours have been reduced.

At her recent doctor's appointment, Susan confided in the nurse about a rather personal matter. After Susan left the doctor's office, the nurse disclosed the confidential information with the other nurses, and her conversation was easily overheard by patients in the waiting room.

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Sandra fills out a job application for a position as a clinical social worker. She submits a résumé which contains embellished skills, training and experience. She is ultimately selected for the position. She finds herself unable to perform some of the duties as described in the job description and without proper approval, often reassigns her work to the other social workers. This is causing stress and confusion among the social workers.

During a visit with her counselor, Mary shares personal details about her failed marriage. The counselor's receptionist, Shelly, overhears some details of confidential information and shares the information with the other receptionists. Unbeknownst to Shelly, the group of other receptionist includes Mary's daughter.

Roxanne works in an addiction/substance abuse center. She has been observed arriving to work late and with a disheveled appearance. The other employees are doing some of Roxanne's duties. When the manager shows up at the center, Roxanne often wants to get credit for work she has not performed. This makes the other employees angry.

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Mary is a secretary at a community health center. She enjoys working there and often associates with the other employees during off time. Mary was recently promoted to an assistant manager position. She is having a difficult time asserting her new position with the employees because they are not taking her seriously – they still consider Mary a friend and not a manager.

You work as a cashier in a medical practice office. As the assistant manager (who is also your mom's fiancée) is closing out your drawer for the evening, you notice him take two \$20.00 bills and slip them in his pocket. The manager has confronted you several times due to a shortage of money in your drawer.

You are a counselor at an addiction/substance abuse center and enjoy your job. Recently, you notice the other counselors at the center have had their hours increased and your hours have been reduced. They have not provided any reasoning for the reduction of your hours.

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