

Scenarios for conflict roleplays:

Scenario 1:

Conflict Handler: You just got out of a meeting with a Board member to discuss policy statement revisions supporting Universal Access (UA) recommendations, with a focus starting with Africa and other developing regions. You have been working closely with a small Working Group (WG) to create these revisions. The Board member said that she just met with someone yesterday about this, (another person from your WG), and his view on the focus of the revisions was quite different, so she (the Board member) was not sure what the WG's position actually was?? Feeling very embarrassed (since you were tasked with communicating with this board member), you said "you would look into the incongruence and get back to her." You need to meet with your colleague to discuss this issue.

Scenario 2: Phone Call (conducted back-to-back)

Conflict Handler: You are chairing a committee and one of the members has turned a comment into a heated presentation of personal views on the evils of ICANN. This person is noted for being demeaning to members "beneath his level" and often interrupts, dominating meeting time with personal views and rants. There are some important agenda items that need to be discussed and the call time is limited. What will you do to handle this?

Scenario 3:

Conflict Handler: You are one of a few experienced participants of a WG, but not the chair. The Chair of the WG is not consulting with you or the other experienced members of the WG in the planning of agendas and direction of the WG – it's irritating, and demotivating. The result is the agendas are all visionary with big ideas, but nothing happens to move the work of the WG forward in an effective manner, so interest in the WG is fading. You have decided to have a talk with the Chair to try and resolve the issue and get the WG back on track.

Scenario 4:

Conflict Handler: You are a working group Chairperson who has grown frustrated with a member who can do great work if she wants to, but consistently misses deadlines on action items assigned to her. She shows up at meetings unprepared. Some deliverables are either never completed or get only a cursory treatment. It is slowing down progress and having a negative effect on the motivation of the other working group members. You are working hard at subtly discouraging her involvement, while encouraging other members' contributions. She is very smart and can deliver great work, however you need to confront her inconsistency, clarify expectations, and straighten out this current mess.

Scenario 5:

Conflict Handler: You have been caught uninformed and unprepared in a meeting once again. A colleague from your group has a bad habit of withholding information critical to your project work, then asking questions about it -- making you look foolish and unprepared. As one of the "diverse" members in the group, it feels like discriminatory micro-aggression. You have met with him several times concerning this issue. His typical response is, "I forgot", or "I didn't think it was that important," or "No big deal." You would really like to address the situation.

Scenario 6:

Conflict Handler: Having started your tenure within the NextGen group, you have received funding to the Fellowship Program and are very passionate and excited about getting actively involved and making a difference. At the Cancun conference, you attended a number of WG & SO meetings, eager to get involved and contribute your expertise. It has been a frustrating experience as you have been met with more "cold shoulder" than "open arms welcoming your involvement". At one WG, where your education and experience really match, despite making (what you felt) were strong contributions to the conversation, you were told by the Chair, "thanks, but no thanks!" You're puzzled since your expertise fits, so you wonder: is it your age, tenure, gender, or ethnicity that might be at issue? You see the Chair alone during a break and have gotten the courage to have a candid conversation.

Scenario 7:

Conflict Handler: You are a new member of a WG, and the male chair seems to never care or fully consider what female WG members say. He either disregards their input, or "mansplains" to them during meetings. The chair also makes inappropriate jokes at the expense of women and the NextGeners. This situation is untenable if the WG is to be successful. Perhaps he doesn't fully understand his own implicit biases, or comes from a male-dominant culture. But it is time to engage in a dialogue and explain your point of view to improve the situation.