

Exercise #4

Case Study: Applying VAK to Resolving Conflicts

In this group exercise you apply the VAK models to resolve conflicts.

Instructions: Describe how the VAK model might help resolve each conflict.

1. You are responsible for an automation project that involves almost everyone in your library. There are many incorrect rumors floating around the library about what the project is, what the costs are and what kind of changes will be made to existing policies. Employees are already arguing about imaginary problems and you seem unable to get anyone to listen to the facts. What would you do to improve accuracy of the library's staff knowledge of the project?

2. Your circulation staff has problems helping library users to understand and follow the policies of the library. Some of the staff members are much better than other staff members at dealing with most of the library users. One staff member is able to communicate with even the most difficult patrons. On the other hand, most of the staff members complain that they must explain the same information over and over again. What would you do to improve everyone's ability to communicate better with most, if not all, of your users?

3. Two library tech services employees, Pat and Chris, both complain about each other at least once a week, and the problems keep landing in your lap because you are their supervisor. Pat reports that Chris never reads the notes and e-mails Pat sends about time-sensitive materials that need to be processed and shelved. Chris reports that Pat talks down to Chris and that it sounds like Pat can't tell how hard Chris is working. Pat writes five pages of instructions. Chris calls in a dozen voice mails. You visit each employee personally and sit down with them to exchange ideas about how to solve the communication problem, but your interventions do not seem to stick. What do you need to do differently using the VAK model?