

TOEIC 900 Business English Lesson:

Lesson 5: Team Conflict Resolution

Role-Play Dialogue Text (Approx. 10 minutes):

Team Leader: Good morning, everyone. I've noticed some tension within the team, and I'd like to address it.

Employee A: Good morning. I believe our conflict stems from unclear responsibilities.

Team Leader: That could be the case. How do you think we should resolve this issue?

Employee B: If we clearly define each team member's role, then we might reduce misunderstandings and improve collaboration.

Team Leader: That's a good suggestion. What specific changes do you propose?

Employee A: I propose that we have a meeting to clarify roles and set expectations. We should also encourage open feedback to prevent future conflicts.

Team Leader: Excellent. Let's schedule a team meeting and work on these improvements together.

Employee B: I'm confident this approach will be beneficial for our teamwork.

Comprehension Questions and Sample Answers (Approx. 5 minutes):

1. **Q:** What is the main issue being discussed?

A: The issue is team tension caused by unclear responsibilities.

2. **Q:** How is a conditional sentence used to suggest a solution?

A: "If we clearly define each team member's role, then we might reduce misunderstandings."

3. **Q:** Which modal verbs are used?

A: “Should” and “might” are used (e.g., “we should also encourage open feedback”).

4. **Q:** What solution is proposed?

A: To hold a meeting to clarify roles and set expectations.

Teacher’s Lesson Points (Concise Version):

- **Prep:** Familiarize yourself with key terms (conflict, resolution, responsibilities, collaboration).
 - **Intro (2–3 min):** Warm up with a brief discussion on workplace conflict resolution.
 - **Reading & Analysis (10 min):** Student reads dialogue aloud; emphasize clear delivery and conditionals.
 - **Comprehension (5 min):** Ask questions; provide constructive feedback.
 - **Role-Play:** Teacher moderates as Team Leader; student plays Employee A/B.
 - **Wrap-Up (2–3 min):** Recap key points; assign homework (prepare a short conflict resolution plan using modal verbs and conditionals).
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