



Learning Community

Managing Conflict Scenario

The NYC Justice Corps GED class begins at 9:00 a.m. Participants are allowed to call in and request one 15 minute “late pass” per month. After that pass is expended, late participants are sent home and will not earn hours for that day.

A participant, Paul, walks in at 9:45 and begins signing in. The administrative assistant, Carol, grants the late passes. She says, “Paul, you are late, and you’ve used your pass for the month. You will have to speak to your case manager and go home for today.” Paul responds, “Don’t stress me. The A train was mad late—some kind of incident. I couldn’t call, and I don’t feel like talking to nobody. I’m just signing in and going to class.” As Paul turns to leave, Carol walks over and stops him by touching his arm and standing in front of him. She says “I’m sorry Paul, you need to speak to Rasheed—you can’t go to class today.” She signals to Rasheed who has returned from the bathroom.

Paul is becoming agitated and tells Carol “Yo, don’t touch me. I’m already tight. I can still make most of the class—you are making me late by standing in my way. Move!” Rasheed moves in between Carol and Paul and says “Paul, calm down. You know the rules, you know that you don’t have a pass, and you know I can’t let you go to class. Let’s go talk about this.” Paul is very agitated now. “Yo, why do you all make such a big effin deal outta everything?? The train was late—I’ve been on the train for two hours, son. Call MTA. This wasn’t my fault. I can’t call from a tunnel can I?”

As Paul gets louder, two other case managers come and stand behind Rasheed. Rasheed says, “I think you need to cool off—take a walk around the block and come back in 15 minutes.” Paul says “Why ya’ll rolling up on me? How you gonna tell me to cool off when all I’m trying to do is get to class? I’m coming back in 15 minutes for you to tell me you taking money out of my pocket for something that wasn’t by fault? F--- that. I don’t want to hear nothing about losing money cause I’m here. You feel me? I’m here.” Rasheed repeats, “You need to go cool off.”

Paul turns to go, cursing under his breath. As he is leaving he passes Carol and says “Why you had to put me on blast! I’m gonna lose money cause of you!” Carol responds, “You’re not losing money because of me, you’re losing money because of you. You brought this on yourself!” Paul stops in his tracks. “That’s how you roll? Fine, all I’m saying is if I lose money, you’re losing money. If I come out of my pocket, you losing something out of your pocket, you feel me? Watch your back.” Paul leaves.