Let’s Work It Out – Applying Conflict Resolution Skills

Hotel Management
Copyright

Copyright © Texas Education Agency, 2014. These Materials are copyrighted © and trademarked ™ as the property of the Texas Education Agency (TEA) and may not be reproduced without the express written permission of TEA, except under the following conditions:

1) Texas public school districts, charter schools, and Education Service Centers may reproduce and use copies of the Materials and Related Materials for the districts’ and schools’ educational use without obtaining permission from TEA.
2) Residents of the state of Texas may reproduce and use copies of the Materials and Related Materials for individual personal use only, without obtaining written permission of TEA.
3) Any portion reproduced must be reproduced in its entirety and remain unedited, unaltered and unchanged in any way.
4) No monetary charge can be made for the reproduced materials or any document containing them; however, a reasonable charge to cover only the cost of reproduction and distribution may be charged.

Private entities or persons located in Texas that are not Texas public school districts, Texas Education Service Centers, or Texas charter schools or any entity, whether public or private, educational or non-educational, located outside the state of Texas MUST obtain written approval from TEA and will be required to enter into a license agreement that may involve the payment of a licensing fee or a royalty.

For information contact: Office of Copyrights, Trademarks, License Agreements, and Royalties, Texas Education Agency, 1701 N. Congress Ave., Austin, TX 78701-1494; phone 512-463-7004; email: copyrights@tea.state.tx.us.

Copyright © Texas Education Agency, 2014. All rights reserved.
Working Environment

• Leadership Skills
• Teamwork
• Pleasant atmosphere
Leadership Skills

- Coach
- Direction
- Encourage others
- Expect change
- Inspire others
- Lead dependably
- Nurture teamwork
Teamwork Skills

- Communication
  - Verbal
  - Nonverbal
- Empathy
- Positive attitude
- Respect
Pleasant Atmosphere

- Celebrate successes
- Communication
- Diverse
- Focus on employees

The Hyatt Employment Experience - Hotel Jobs and Careers
(click on link)
What is Conflict?

A disagreement, dispute or fight between people with opposing points of view
Causes of Conflict

• Authority issues
• Competition for resources
• Differences over style
• Lack of cooperation
• Low performance
• Misunderstanding
• Personality clashes
• Value or goal differences
Conflict Resolution

- Disputes
- Negotiation
- Focus on problem
- Advise the manager

Steps to resolving conflict:
- Define the problem
- Suggest a solution
- Evaluate a solution
- Compromise
- Brainstorm
- Mediate
Questions?
References and Resources

Images:
• Microsoft Office Clip Art: Used with permission from Microsoft.

Textbooks:

YouTube™:
• The Hyatt Employment Experience - Hotel Jobs and Careers Video of Hyatt employees speaking about their work experience
  http://youtu.be/nMGF7MnoZBs