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| **TEXAS CTE LESSON PLAN**  [www.txcte.org](http://www.txcte.org) | |
| **Lesson Identification and TEKS Addressed** | |
| **Career Cluster** | Hospitality and Tourism |
| **Course Name** | Hotel Management |
| **Lesson/Unit Title** | Let’s Work It Out – Applying Conflict Resolution Skills |
| **TEKS Student Expectations** | **130.259. (c) Knowledge and Skills**  (3) The student solves problems independently and in teams using critical thinking, innovation, and creativity. The student is expected to:  (B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, employers, guests, and clients  (5) The student develops principles in time management, decision-making, effective communication, and prioritization. The student is expected to:  (D) evaluate the importance of balancing a career, family, and leisure activities and develop various techniques to reduce conflict |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | **Students will:**   * Identify leadership and teamwork skills * Recognize a pleasant working environment * Create a teambuilding project * Review steps to solving conflicts in the workplace * Analyze methods used to resolve conflicts * Brainstorm solutions to workplace conflicts |
| **Rationale** | Understanding how to resolve conflicts in the workplace will make the work environment a pleasant and enjoyable one to work in. The hotel industry needs excellent leaders and team players to serve their customers. Are you a leader and team player? Let’s find out. |
| **Duration of Lesson** | Three 45-minute class periods |
| **Word Wall/Key Vocabulary**  *(ELPS c1a, c, f; c2b; c3a, b, d; c4c; c5b) PDAS II (5)* | **Communication:** The process of sending and receiving messages from others  **Conflict:** A disagreement, dispute, or fight between people with opposing points of view  **Conflict resolution:** The process of settling a conflict by cooperating and problem solving  **Empathy:** The skill of thinking about what it would be like in another’s place  **Leadership:** The ability to motivate others to cooperate in doing a common task  **Negotiation:** A process during which two or more people talk and listen together for the purpose of resolving a disagreement or a conflict  **Teamwork:** Learning to effectively communicate, resolve conflicts and develop negotiation skills |
| **Materials/Specialized Equipment Needed** | **Equipment:**   * Computer with projector for PowerPoint presentation * Light projector (Elmo)   **Materials:**   * Cardstock * Magazine pictures of people who are in a conflict   **Supplies:**   * For teambuilding activity:   + Marshmallows   + Masking tape   + Paper lunch bags   + Spaghetti   + String * Hotel toiletries (small bar soaps, shampoos, and lotions) * Room keys * Suitcases * Towels * Copies of handouts   **PowerPoint:**   * Let’s Work It Out – Applying Conflict Resolution Skills   **Technology:**   * Free iPad App:   + Conflict Resolution Education Activity Calendar This teaching and learning app promotes conflict resolution in educational settings.<https://itunes.apple.com/us/app/conflict-resolution-education/id532827414?mt=8>   **TED Talks:**  Tom Wujec: Build a tower, build a team Tom Wujec from Autodesk presents some surprisingly deep research into the “marshmallow problem” — a simple team building exercise that involves dry spaghetti, one yard of tape and a marshmallow. Who can build the tallest tower with these ingredients? And why does a surprising group always beat the average?<http://www.ted.com/talks/tom_wujec_build_a_tower>  **Graphic Organizers:**   * Let’s Work It Out Notes * Let’s Work It Out Notes (Key) * Methods Used to Resolve Conflicts * Methods Used to Resolve Conflicts (Key) * Steps to Resolve Conflicts   **Handouts:**   * Conflicts in the Workplace – Scenarios * Rubric for Teamwork and Conflict Resolution Activities |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | **Before class begins:**  Become familiar with the TED Talks:   * Tom Wujec: Build a tower, build a team Tom Wujec from Autodesk presents some surprisingly deep research into the “marshmallow problem” — a simple team building exercise that involves dry spaghetti, one yard of tape and a marshmallow. Who can build the tallest tower with these ingredients? And why does a surprising group always beat the average?<http://www.ted.com/talks/tom_wujec_build_a_tower>   Visit the website:   * The Marshmallow Challenge A remarkably fun and instructive design exercise that encourages teams to experience simple but profound lessons in collaboration, innovation, and creativity. <http://marshmallowchallenge.com/Welcome.html>   Assemble the kit for each team.  This will be used in the Guided Practice section.  Display magazine or computer images of people who are in a conflict with another person as well as suitcases, towels, and hotel toiletries.  As students enter the classroom, allow them to observe the images of people who are in a conflict with other people.  Ask students the following questions:   * Are you a leader? How do you know you are a leader? * Are you a team player? How do you know you are a team player? * Have you ever had a disagreement with another person? * How did you resolve that disagreement? * Were you able to compromise and settle the disagreement?   Emphasize the fact that we do not get to choose who we work with when we find employment and that it is important to work with other people.  Lead a discussion about workplace conflicts and how it affects the hotel business. |
| **Direct Instruction \*** | Introduce lesson objectives, terms, and definitions.  Distribute graphic organizer Let’s Work It Out – Applying Conflict Resolution Skills Notes so that students may take notes during slide presentation.  Introduce PowerPoint Let’s Work It Out – Applying Conflict Resolution Skills and lead a discussion on the importance of working together in the hotel industry.  View YouTube video:   * The Hyatt Employment Experience – Hotel Jobs and Careers Video of Hyatt employees speaking about their work experience<http://youtu.be/nMGF7MnoZBs>   *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * check for understanding * allow extra time for assignment |
| **Guided Practice \*** | Divide class into subgroups of four.  Follow the instructions in the marshmallow challenge instructions page. <http://marshmallowchallenge.com/Instructions.html>  Distribute the kit to each team and challenge your students to work together to build the tallest freestanding structure.  Allow students to work in teams to accomplish the task.  Note: Other teambuilding activities may be used. Search Pinterest® and YouTube for ideas.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * peer tutor |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Distribute graphic organizer Methods Used to Resolve Conflicts.  Display the Methods Used to Resolve Conflicts (Key) on a light projector and allow students to complete their copy while you emphasize the positives and negatives of conflict resolution.  Continue with the same groups from the Guided Practice activity.  Distribute graphic organizer Steps to Resolve Conflict and discuss with your students the importance of solving conflicts in the workplace.  Place the Conflicts in the Workplace – Scenarios in a basket. Some cards have been left blank so that other scenarios may be added.  Divide the class into subgroups of four and allow one person from each group to pick a card from the basket.  Students should brainstorm possible solutions to the scenarios and document the ideas on the handout.  Distribute Rubric for Teamwork and Conflict Resolution Activities so that students understand what is expected.  Solutions to the conflicts will be presented in the Lesson Closure section.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * work with a peer tutor * extended time |
| **Lesson Closure** | Review lesson objectives, terms, and definitions.  Each group can discuss the scenarios that they chose and how they solved the problem by following the steps to conflict resolution.   * Guide the students with the correct procedures so that they may understand the process. |
| **Summative/End of Lesson Assessment \*** | Students will be assessed with appropriate rubric.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * praise participation |
| **References/Resources/**  **Teacher Preparation** | **Textbooks:**   * *Hospitality and restaurant management.* (2013). Upper Saddle River, NJ: Pearson. * Reynolds, J. S. (2010). *Hospitality services: food & lodging.* Tinley Park, IL: Goodheart-Willcox Company.   **TED Talks:**   * Tom Wujec: Build a tower, build a team Tom Wujec from Autodesk presents some surprisingly deep research into the “marshmallow problem” — a simple team building exercise that involves dry spaghetti, one yard of tape and a marshmallow. Who can build the tallest tower with these ingredients? And why does a surprising group always beat the average?<http://www.ted.com/talks/tom_wujec_build_a_tower>   **Websites:**   * The Marshmallow Challenge A remarkably fun and instructive design exercise that encourages teams to experience simple but profound lessons in collaboration, innovation, and creativity. <http://marshmallowchallenge.com/Welcome.html>   **YouTube:**   * The Hyatt Employment Experience – Hotel Jobs and Careers Video of Hyatt employees speaking about their work experience<http://youtu.be/nMGF7MnoZBs> |
| **Additional Required Components** | |
| **English Language Proficiency Standards (ELPS) Strategies** | * Word wall * Draw visual representations of terms on word wall * Add terms and definitions to personal dictionary * Utilize four corners vocabulary/word wall activity |
| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** | |
| **Reading Strategies** | Allow students to read the follow articles:   * How to Resolve Conflict Between Co-Workers Whether or not you are new to supervising, a heated verbal exchange outside your office between two people in your unit or the slow development of a rift between two workers is a challenging problem you have to deal with. Follow a few guidelines to resolve conflict between co-workers. <http://www.ehow.com/how_2141112_resolve-conflict-between-coworkers.html> * How to Resolve Conflict Between Two Employees at Work If you are a manager with two employees who are regularly in conflict with each other, it affects the results of their work and the general environment of the office.<http://www.ehow.com/how_8356666_resolve-between-two-employees-work.html> * How to Resolve & Forgive Workplace Conflicts If you work in an office setting long enough, it’s inevitable that you’re going to cross paths with someone who has a different perspective than you have.<http://www.ehow.com/how_12077095_resolve-forgive-workplace-conflicts.html>   Reading Strategy:  Encourage students to connect reading to their life experiences or prior knowledge. |
| **Quotes** | Peace is not absence of conflict; it is the ability to handle conflict by peaceful means. **-Ronald Reagan**  I am a woman in process. I’m just trying like everybody else. I try to take every conflict, every experience, and learn from it. Life is never dulled. **-Oprah Winfrey**  If you want to bring an end to long-standing conflict, you have to be prepared to compromise. **-Aung San Suu Kyi** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * A pleasant working environment to me would be …. * Being part of a team is …. * Resolving conflicts with co-workers is important because …   **Writing Strategy:**   * RAFT   + Role: hotel management student   + Audience: hotel manager   + Format: informal letter   + Topic: requesting information on how management in hotels resolve conflicts in the workplace |
| **Communication**  **90 Second Speech Topics** | * Three leadership skills that I have are … * Three teamwork skills that I have are … |
| **Other Essential Lesson Components** | |
| **Enrichment Activity**  (e.g., homework assignment) | **Guest speaker:**  Invite the manager of a local hotel to speak to the class about how conflicts are resolved with employees and customers at his/her business. Ask the manager how he/she recognizes leaders in the workplace and how important working as a team member is in the industry. |
| **Family/Community Connection** | The same conflict resolutions skills may be used to resolve conflicts in the family. Encourage students to use the steps in conflict resolution if needed. |
| **CTSO connection(s)** | **Family, Career, and Community Leaders of America:**  <http://www.fcclainc.org>   * Leadership – An individual event – recognizes participants who actively evaluate and grow in their leadership potential. Participants use the Student Leadership Challenge and supporting materials to investigate their leadership ability and develop a mentorship relationship to further their leadership development.   **SkillsUSA:**  <http://www.skillsusa.org/>  Customer Service – Evaluates students’ proficiency in providing customer service. The contest involves live, role-playing situations. Contestants demonstrate their ability to perform customer service in both written and oral forms including telephone and computer skills, communications, problem solving, and conflict resolution and business etiquette. |
| **Service Learning Projects** | Successful service learning project ideas originate from student concerns and needs. Allow students to brainstorm about service projects pertaining to lesson. Visit the following website for more ideas: [www.ysa.org](http://www.ysa.org)  Example: Create a multimedia presentation on conflict resolution that students can share with a middle school in their district. |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)