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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** | Hospitality Services |
| **Lesson/Unit Title** | Let’s Work It Out – Applying Conflict Resolution Skills |
| **TEKS Student Expectations** | **130.260. (c) Knowledge and Skills**  (6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:  (A) Demonstrate qualities that contribute to employee retention  (B) Formulate staff training plans to create an effective working team  (C) Evaluate methods of conflict-management skills to facilitate appropriate solutions |
| **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 training plan for a specific career * 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 hospitality 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 * Computers with internet (be sure to follow school district guidelines) * Light projector (Elmo)   **Materials:**   * Cardstock * Magazine pictures of people who are in a conflict   **Supplies:**   * For hotel:   + Hotel toiletries (small bar soaps, shampoos and lotions)   + Room keys   + Suitcases   + Towels * For restaurant:   + Apron   + Guest checks   + Menu * Copies of handouts   **PowerPoint:**   * Let’s Work It Out – Applying Conflict Resolution Skills   **Technology:**   * TED Talks: * William Ury: The walk from “no” to “yes” William Ury, author of “Getting to Yes,” offers an elegant, simple (but not easy) way to create agreement in even the most difficult situations from family conflict to, perhaps, the Middle East.<http://www.ted.com/talks/william_ury>   **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 * Training Plan Example * Training Plan   **Handouts:**   * Conflicts in the Workplace – Scenarios * Hospitality Careers O\*Net Flashcards * Rubric for Teamwork and Conflict Resolution Activities |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | **Before class begins:**  Display magazine or computer images of people who are in a conflict with another person and as many of the supplies from the Materials or Specialized Equipment Needed section as you have available.  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?   Lead a discussion about workplace conflicts and how it affects the hospitality 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 hospitality 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 \*** | Place the Hospitality Services Careers O\*Net Flashcards in a basket. These are the same flashcards used in the Careers in Hospitality lesson.  Divide the class into subgroups of two. Allow one student from each group to pick a card so that they can formulate a training plan.  Distribute the graphic organizer Training Plan.  Students may access the O\*Net Online website to access information for a particular career.<http://www.onetonline.org/find/career?c=9&g=Go>  Students should access the career and identify the work skills needed for the job.  Allow them to complete the training objectives for the training plans. An example is included in the attachments.  *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.   **Websites:**   * O\*NET OnLine Detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more! <http://www.onetonline.org/>  Browse by Career Cluster – Hospitality and Tourism <http://www.onetonline.org/find/career?c=9&g=Go>   **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** | Students may read the follow articles:   * How to Contribute to Effective Teamwork  When working, you are usually part of several teams. Your organization is a team, as are the workers in your department and on your work shift. <http://www.ehow.com/how_6564422_contribute-effective-teamwork.html> * Workplace Environment & Its Impact on Employee Performance  Be it the shop floor, a retail store or a corporate office, our workplace environment greatly affects our eagerness and ability to do our job, as well as our overall attitude about work.<http://www.ehow.com/about_6537271_workplace-its-impact-employee-performance.html> * 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>   Reading Strategy:  Encourage students to connect reading to their life experiences or prior knowledge. |
| **Quotes** | I believe that working with good people matters because then the work environment is good. If there is a sense of respect and belief among the people you work with, that is when good work is done. **-Ranbir Kapoor**  Entrepreneurs have a great ability to create change, be flexible, build companies and cultivate the kind of work environment in which they want to work. **-Tory Burch**  Whenever you’re in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude. **-William James** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * Leadership skills are needed in the work world because . . . * Being part of a team is important because . . . * A pleasant work environment to me is ….   **Writing Strategy:**   * RAFT   + Role: hospitality services student   + Audience: catering manager at a large hotel   + Format: formal letter   + Topic: requesting to intern at the hotel for the summer to gain professional skills |
| **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/restaurant 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.  **TED Talks:**  TED is a nonprofit organization devoted to spreading ideas, usually in the form of short, powerful talks (18 minutes or less).  The video below is related to this lesson. Allow students to view the video and lead a discussion concerning the TED Talk.  William Ury: The walk from “no” to “yes”  William Ury, author of “Getting to Yes,” offers an elegant, simple (but not easy) way to create agreement in even the most difficult situations from family conflict to, perhaps, the Middle East.<http://www.ted.com/talks/william_ury> |
| **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, 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 skit or role-play on conflict resolution that students can present to an after-school program. |

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)