Let’s Work It Out – Applying Conflict Resolution Skills
Hospitality Services
Presentation Notes
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Hospitality Services

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Wouldn’t it be nice if we could all get along in the workplace?
The working environment should be a pleasant atmosphere where employees work as a team and management takes leadership.
Leadership Skills

› Coach
› Direction
› Encourage others
› Expect change
› Inspire others
› Lead dependably
› Nurture teamwork

Good leaders demonstrate the following skills:

• **Coach** – leaders guide their employees as they perform their tasks and praise their successes
• **Direction** – leaders communicate clearly and make sure others know what is expected of them
• **Encourage others** – leaders influence through example and earn employee’s respect
• **Expect change** – leaders look for ways to improve and find better ways to do tasks
• **Inspire others** – leaders motivate employees, praise their work and guide them to work as a team
• **Lead dependably** – leaders treat everyone fairly and are accountable for their actions
• **Nurture teamwork** – leaders observe team members as they perform their tasks, assist in improvements and listen attentively
The following skills are needed to be successful in the hospitality industry:

**Communication skills:**
Service staff must be able to speak well to both customers and coworkers.

**Verbal skills:**
- speak slowly and clearly
- make eye contact
- tone of voice should always be professional, pleasant and friendly

**Nonverbal skills:**
- stand straight
- do not chew gum, eat or drink while serving customers
- write clearly

Learn to practice **empathy** – the skill of thinking about what it would be like in another’s place.

**Positive attitude:**
- willingness to please the customer
- pride in your work
- always cheerful
- show courtesy to customers and coworkers

**Respect** yourself and others while on the job and accept responsibility for your actions.
A pleasant working atmosphere includes:

- **Celebrate successes** – improve the workplace by recognizing goals reached, finished projects and positive teamwork
- **Communication** – open communication between employees and management is needed to create a positive workplace
- **Diverse** – follow up on harassment or discrimination claims that may occur
- **Focus on employees** – one-to-one training sessions and performance reviews result in improved work climate

Click on the hyperlink to view video:

**The Hyatt Employment Experience - Hotel Jobs and Careers**

Video of Hyatt employees speaking about their work experience

http://youtu.be/nMGF7MnoZBs
What is Conflict?
A disagreement, dispute or fight between people with opposing points of view

Ask students to give some examples of conflict that may occur in the workplace.
Causes of conflict:

- **Authority issues** - when employees lack confidence in their leaders or perceive overuse of authority
- **Competition for resources** - when employees believe they are better off competing for resources rather than cooperating
- **Differences over style** - when agreement does not exist on standard ways of completing a task
- **Lack of cooperation** - when one person does not share information with the whole group
- **Low performance** - when individuals are not working to their potential
- **Misunderstanding** – when individuals do not hear what is being said
- **Personality clashes** - when individuals do not value “people just like me”
- **Value or goal differences** - when individuals value different outcomes and objectives
Disputes and conflicts are part of being on a team. Not everyone will get along all of the time.

Can you name some disputes that may arise while working in hospitality?

Learn to negotiate.

Remember to focus on the problem and not the personalities involved. If you cannot resolve the conflict, be sure to discuss this with the manager.

Steps in Conflict Resolution:
- **Define the problem** – describe the conflict
- **Suggest a solution** – propose a possible answer
- **Evaluate a solution** – assess the answer
- **Compromise** – agree to settle conflict
- **Brainstorm** – seek other solutions
- **Mediate** – consult a third party if necessary
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