# Introduction

The project deals with tourism, travel, hospitality and event industries various problems faced by these industries and conflicts which an organization faces. There are so many different types of conflicts in the workplace that one individual may deal with, and by so far the most difficult one which happens to challenge the most of the people is a problem regarding the personality. The personality conflict has now become one of the major challenges for an individual for successfully working in the workplace. However, there is some more different category of the problem which drives in the place of work each one of them will be discussed and elaborated. Those conflicts which are worthy of mentioning, will be discussed in broad terms and with the help of different tools and technique the particular way of minimizing the challenges in the workplace will be discussed, the impact of such conflicts and other personality clashes will be defined in broad terms.

# Part A- Knowledge Task

1. Commonly occurring conflict situation in the tourism, travel, hospitality and event industries and the typical causes: There are number of conflicts which arises in the workplace some of them will be discussed below and the impacts it brings upon the company and another working member, but most importantly these conflict happens mainly when a person relies on somebody else’s co-operation for out-put processor input process in order to get their work done. Example- a salesperson gets late every month in updating the new sales figure discarding the earlier one, which causes the accountant to get the exact figure and gets delayed in preparing reports.

The major conflicts in the workplace are:

1. **Interdependences conflicts:**  this particular type of conflict can easily be handled just by ensuring certain points.
2. People have a good handle on the delegation skills( delegation can be exercised across an upside but not just downside).
3. Trained and skillful people to manage and handle challenging conversations.
4. Consequences which are natural or unnatural which just may be imposed. For example, the salesperson who gets late for his or her input in the system could have easily faced bonus reduction.
5. **The difference in style:** conflict always arises due to the difference in the working technique of people, often it has been seen people work differently in the workplace according to their respective personalities. Now there are mainly two types of people found in workplaces the one is task oriented and the other is people oriented. One focuses on completing the immediately and other focuses on the rest of the people doing their task or not. So, this difference in the working technique brings some conflicts in the industries and organization.
6. **The difference in leadership:** different leaders have a different way of leading their individual team. Now the team member who deals with or works under different leaders gets irritated and confused which becomes a conflict like situation in the organization and industries.
7. Conflict theory:
8. **Signs-** There are various signs of indication that alarms the upcoming conflict within the boundaries of the organization, these are not just the signs but the common problems which occur in day to day work with the several employees. Figuring out some of the major signs.
9. Dysfunctional meeting
10. Anger
11. Slow productivity
12. High turn-over
13. Trust issues
14. Inappropriate communication
15. Repeated disagreement among the employees
16. Lack of strategy
17. Tension and anxiety
18. Lack of motivation.

So, above listed are the ten signs which clearly represents the upcoming i.e. arising conflict which may take place in the organization or industry.

1. **Stages-** conflict exists everywhere in the world, but there are different ways of resolving it and so many techniques of classifying it into different other stages as well. Some of them will be discussed below.

Now, discussing the stage they are classified into major 5 stages.

1. Latent stage( first stage)
2. Perceived stage
3. Felt stage(middle stage)
4. Manifest stage
5. Aftermath stage(last stage)
6. **Levels-** There are various signs and stages the same as there are different levels which of conflict in the organization. The management must make sure the level of conflict must be tactfully handled, the different level of conflict which arises in an organization are broadly classified into different stages and they are
7. The accommodating level
8. The avoiding level
9. The collaborating level
10. The comprising level

Above listed are the main four types of conflicts levels which generally is faced by the organization.

1. **Factors involved-** there are many factors which give rise to conflicts in the workplace based on different work condition and areas it varies from person to person and different organization, some of the major factors which are involved in the acceleration of conflicts are.
2. Gender
3. Self-concept
4. Expectation
5. Position and the power
6. Situations and circumstances
7. Communication skills
8. Experience
9. Determination of what is good
10. Work behavior
11. Co-operation among the team members.
12. **Results:**  after the implementation and classification of different conflict theory based on signs, stages, levels, and factors comes the result. The result of this different classification on the conflict. Discussing the result it can be classified broadly. A result derived could be positive as well as negative. The consequences of the conflict in the organization may result in many factors which could deeply impact the behavior and working of the organizations. Conflict changes certainly arise in the organization especially in small business, where it becomes easy to formulate and implement new regulations and policies. Therefore based on different factors and stages in accordance with the level and signs the result could be easily derived out of the conflict resulting in organization or industry.
13. Conflict resolution technique:
14. **Assertiveness-** conflicts are always part of life, but well a conflict which is well managed can bring a positive outcome with fruitful productivity, however communication skill which is the way of interacting with the people creating a relationship is largely important in assertiveness, hence the best skills and efficient ability to carry the work in the times of conflict is needed to handle the conflict. Now discussing it deeply in the workplace regardless of the organization no matter we are in the power or not we hold any position or not the management of our interaction with the people is very important. All we need to know is the power of skilled communication which acts as a negotiable tool in the system of organizations
15. **Negotiation-** negotiation plays a very vital role in any organization or industry it is the tool which helps to adjust between two parties or member in sudden conflicts and disputes. However, there are certain important points which need to be discussed which are of great importance when it comes to the part of the negotiation
16. Avoiding the involvement in emotional response: negotiation makes many moves which question the other person legitimacy and assert their power, the negotiator may challenge the competencies and expertise, interrupting and changing the direction of the conversation which is going against us, which helps in strike the deal in more effective manner and making it more in the side of the potential speaker or the respective person who is being indulged in the process of negotiation
17. Do not abandon valuable strategies: the most common place of mistake or calling a drawback which most of the negotiators does is avoiding the strategy and going out of the track while negotiation. The person who is indulged in the negotiation purpose should always collaborate with the one another and create value to the conversation so the outcome of the entire negotiation becomes productive.
18. Using time to advantage: the perception we hold and strategies we make may change in the accordance of the time as a result dealing with other party and collaboration with other members may change, but using the same tool to gain profit and add advantage to the company will make the negotiator a nice move to step ahead.

**C. Use of appropriate communication:** any conflict which needs to be resolved requires communication, and it depends on the sole individual how tactfully he/she handles the entire conversation. The skilled communicator will surely bring the discussion to an end and in a positive way. Which is why the importance of communication is required in the conflicts.

(4) Resources to assist in the managing conflict:

**A. counselors-** The counselors act as a trustworthy agent in resolving the conflict, as counselors provide with a useful suggestion and help to create a better result in the conflict part.

**B. Internal security staff-** The internal security staff also is involved in the conflicts sometimes, in a different situation when it becomes the matter of safety for a female working member within the organization security person are also held accountable to questions.

**C. Mediators-** The mediators or the middlemen who act as a bridge between the two parties is also of great importance in resolving the conflicts and disputes. As he/she gives advice which is suitable for both the parties

**D. Other staff members-** The staff members working in the organization is also very important in the entire theory of conflict, in creating it or resolving it.

**E. Police-** police again plays a very important role, if a conflict moves to a greater extent police is brought between the problem to resolve it more lawfully.

**F. Senior staff-** the senior staff plays the role of the parent in the organization while any conflicts or dispute occurs.

(5) Communication technique:

A. Active listening- listening actively in the conversation let it be a peaceful one or conflicted listening actively helps in responding well, a good listener may never face any problem in negotiations or conflicts.

B. Empathizing with the person’s situation while upholding the organizational policy is also a very important task in building the reputation of the company or industry.

C. Non-verbal communication and recognition of nonverbal signs plays is important as gestures made out of emotions or to translate a meaningful message with words in the conversation is also very important.

D. Language style- The style of the language a person uses determines the quality of his speech and the weight of the conversation he/she holds.

E. Questioning technique- The questioning technique is something which can make a person win the conflict or master the conversation.

F. Those appropriate to different social and cultural groups.

(6) Organizational policies and procedures for complaint, conflict and dispute resolution: the policies and procedure acts as a guideline in organization for maintaining any strategy based program.

# PART B –Identifying conflict situation

1. Identifying potential for conflict taking swift and tactful actions to prevent escalation: in any organization, it is very much necessary first of all to detect the problem and challenges only then the required solution will be in favor to resolve the conflict. It is of prime importance firstly to understand each and every bit of the conflict and then desire the solution according. Understanding the challenges helps with a better and reliable source of help.
2. There have been many events under which the security of the employees and staff came into higher consideration and organization claimed to assure the total safety and security. Certain events are unplanned and happen all of a sudden resulting in greater conflicts which may turn into life threats and murders. In such a situation, it becomes the responsibility of the organization to provide security.
3. There are various methods and tools with the help of which conflicts can be resolved and, Most of them are discussed above.

# PART C – Resolve Conflicts

1. As discussed above the identification of the problem in regard to finding a reliable solution is very much important. For which understanding the conflict and nature of it are very much important.
2. **Manage conflict:** The first step towards managing a particular conflict is to identify the challenges related to it, who are the people involved in it and what is the root cause of the conflict.
3. Taking role and responsibility in solving out the conflicts and disputes is the function of the leader.
4. Evaluation of the conflict and identification of it can only be done when the conflict has been understood in a better way, i.e. without any barrier in between and necessary steps which can be taken to assure the future peacefulness in the organization.
5. Implementation and solution directly depend on the better understanding, only when the challenge is understood the tool to implement will be known in better form and result will be positive.

# PART D- Evaluate Conflict Resolution

1. Communicating with the parties in order to find out the solution and present valid feedback on conflict so that the conflicts get to resolved and the works go on smoothly without any trouble.
2. The solution to any conflict is the most important task, evaluating it brings many aspects and opens ups so many other possibilities which make turn conflict into a peaceful solution.
3. Working on the strategy and making things done in a more uniform way may prevent any further conflicts, the possible cause which leads to arise the conflict has been discussed in the above section along with the different stages and levels

# Performance task

1.

1. This issue can be resolved easily by providing the service on time, whereas the quality can be determined and replaced with a good one. Both the issue can be resolved by a simple initiative resulting in a better outcome.
2. The pricing of the products should be priced correctly i.e. when any product is brought into the kitchen the bill of the product must be asked it will ensure that there is no cheating or falsehood taking place.
3. Understanding the language and preventing the barrier will help this problem to solve out quickly.

2.

a. disputes and disagreement among the working member may result in unethical behavior in the workplace resulting in destroying the work culture. So it is important to maintain the decorum of the workplace to prevent any disputes and conflicts. And to prevent such a situation it is important to follow the morals and work in ethical order.

b. cultural misunderstanding is another way possible which leads to triggering any conflict which is why the acceptance of every culture should be inculcated within a person so that any difference between the culture does not happen.

3.

B. a drug or alcohol affected person needs to be treated with special care, with lots of patience. A person of this kind may tend to behave ruthlessly and immorally but the other person who will attend him/her shall behave with love and care. Gradually the process needs much patience.

c. a person who appears to be violent shall be dealt cleverly without making them angry and violent allowing such person to pass the stage of their emotional trigger and then allowing them to relax and later realize the things which have gone wrong by them is probably the best way possible to handle.

4. while resolving the above conflicts the skill which is required the most in the communication is words power the more we have command over our language the easier it becomes to deliver a particular message. A skillful person who can easily play with words and communicates with the people will tend to handle the situation like conflict much more easily.

# Part a

1. All we need to do is first understand the cause of conflict, once it becomes clear why it has arisen the task becomes much easier in handling it. The most important tactics which are required to resolve conflict is skilled communication.
2. In a situation like such where a working member, staffs, and colleges are being threatened concerning the issue to a higher authority and have all the necessary backups to aid safety must be taken into consideration.
3. The main resource in managing conflict is the skilled person who knows how to deal with the situation and communicate with others.

# Part b

1. The impact of any conflicts directly falls upon the parties and it directly or indirectly affects the business and people related to it, so it is agreed and fact being established that any organization that faces any conflicts internal or external may get the system to weaken and acts as a speed breaker in the organization.
2. Manage conflict as it has been discussed above a conflict can be managed by the understanding and rightful way of dealing with it. More the skilled person it much easier it becomes to manage the conflict.
3. Accepting the responsibilities and making the task done, is a more important part of the organization. In the conflicts, it is important for any person to take up the charge and responsibility so that the matter gets solved out.
4. The impact of conflicts fall much heavy on the organization and it acts as a system weakening part, which makes the members and staff disagree and triggers arguments. This conflicting result in reputation degradation of the industry as well as an unethical workplace.
5. Taking into the account the organizational policies and strategies it is important to determine the problem first and then come up with the appropriate solution.
6. The best of the solution which can easily resolve the conflict and make a better outcome of the situation has been discussed above.

# Part c

1. Yes, it seeks to resolve the conflict without putting much time and energy into the situation
2. The conflict evaluation and effectiveness is directly determined with the help of knowing a conflict and its root cause in a better way.
3. There are a great many possibilities which can occur to arise any conflicts some major of them have been discussed broadly above.

# Conclusion

The objective of the project has been successfully achieved each and every section has been explained and classified the role of conflicts and impact of it in the organization along with the stages and levels have been discussed in this project.