

Certified Travel Counselor (CTC) Program

**Skill Area: Professional Development Elective Course**

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# *Managing Conflict*



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# Introduction

## Overview

Anyone with years of experience in the travel industry knows the frustration and joy of surviving many battles. Often, what caused these conflicts was change, such as learning a new procedure or handling changes in reservations and ticketing. Other areas that hold the potential for conflict are compensation, job priorities, your organization's direction, or even its lack of direction. At times, you have probably battled with yourself concerning your own personal code of business ethics regarding "dummy" invoices or practices enforced by a supplier.

In any work environment, there will always be conflicts. Therefore, it becomes critical for you, as a travel professional, to learn and practice proven techniques that help you either to avoid conflict or to deal with these clashes with less stress. This course is designed to strengthen the effective ways you currently deal with conflict as well as to provide you with new ways to identify and resolve conflict successfully. You will learn to reduce your level of stress by viewing conflict in a positive light and practicing methods to manage conflict objectively and assertively.

Several of the major points covered in the CTA *Teamwork* course have been included in this CTC course in order to emphasize the important principles that relate to team conflict.

## Learning Outcomes

After completing the readings and activities in *Managing Conflict*, you will be able to

- Identify the benefits of viewing conflict positively and reducing negative conflict.
- Sense both internal and external conflict.
- Evaluate the causes of conflict.
- Develop a mission statement that enhances clarity of purpose.
- Resolve conflict assertively and with minimal distress.

