

Chapter 8

Lesson Plan 4: Conflict Management

Day:

Lesson: #

Lesson 1:		
Time	Instructions	Materials Needed
1 hour		
Learning Objectives	TLW demonstrate our philosophy of managing conflict with guests; and practice with a role play.	Pg. 1 content
Activities	<ol style="list-style-type: none">1. Have the student read through the content materials.2. Complete the questions in the activity.3. Complete a role play	Workbook/content
Wrap Up/ Reflection	5. Review the role plays and discuss how conflicts arise and are solved at the team member level.	Write in workbook
Assessment	Quiz	Quiz
Notes & Check for Understanding		