**HBO 17-18 Conflict #3**

This essay will analyse a conflict which occurred in my six-month marketing internship. The sense of the internship within my studies was to transfer theoretical knowledge and gather practical experience for my future career. For that reason I decided to graduate in the POS (Point-of-Sale) Marketing field at an automotive supplier.

During the six-months my internship tutor was responsible for all tasks and activities, which I should do, to support the department and get an idea how the business works. She had that responsibility for the first time and no experience how to deal with interns, because my actual tutor was pregnant. Besides that, one POS employee showed me her field of activity (Merchandise scope) and I adopted some of her tasks. In contrast to my tutor, she had always an open ear and was my second contact person regarding problems and questions. She was hierarchical subordinated to my tutor, but had 10 years more work experience, which leads to a lot of frictions between them.

The root of the conflict was a merchandise trade fair, organized on the same date as a customer event. In our weekly meeting (tutor, colleague and I) we discussed all current topics and my tasks, which I had to do the following week. Moreover the trade fair was a topic as well. Each year will be a Merchandise trade fair organized, where my colleague with the current POS intern participate. My colleague wanted to take me with her, so I could get an impression, how the company chose suitable articles and more. According to my tutors view I should help her to prepare the training rooms within the hotel where the customer event takes place. That task includes only putting merchandising articles like pens, roll-ups or writing pads in the training rooms, so no special task where I could learn something.

The conflict started then I said I prefer to go to the trade fair, which is only possible to attend in business case, so a unique chance to go there with my colleague. I suggested the second intern from the marketing department could help on the customer event preparations, so my tutor must not do any preparation by herself. But my tutor couldn’t understand that I don’t want to follow her plan. Consequently we discussed about that, but she doesn’t want to see my point. She thought I have to support her and not going to a fair trade for fun. My colleague tried to help me, by explaining that the merchandising fair trade isn’t just a worth experience to learn, also a chance to keep in touch with interesting contacts. However my tutor wanted only to hear her own opinion and not listen to others. The team meeting changed to a long controversy. After the discussion, my tutor promised to think about my wish to attend on the merchandising trade fair. The meeting ended with really critical looks to me.

After two days my tutor talked to me, that she won’t allow me to attend the trade fair. I had to accept her decision, because as respect to my internship tutor and the hierarchical system. There was no chance to change her opinion or to find another solution. That wasn’t a solution, which satisfied both sides. I didn’t ask for outside help, because the most colleagues stand by the thought, an intern has to support the department and not the practical experience of them stands in the foreground.

To sum up, the conflict due to my internship was one negative experience, which taught me to be more sensible with my future supervisors, to explain my arguments better and how important it is to treat every colleague with respect to their job.