**HBO 17 18- conflict # 4**

I will describe a conflict which happen during my 3rd (and last) summer work season in Macdonald as cooker.

For a better understanding of the conflict you have to know that McDonald formal hierarchical organization is executive in one side (director, assistant director, accountant) and workers in the other (cookers, waiters and cashiers) with managers who lead workers and act as intermediary with the executive’s side.

# The conflict description:

Cause of the departure in holyday of a team leader employee, the director tested me at his high responsibility work which induce to lead all the cookers. I did well, and because of my skills and my three years’ experience, the director advise managers to offered me an open-ended contract as team leader. Managers announce me the offer but I refused because I didn’t want to pursue a career in McDonald (I said that could have been a great opportunity for me if I wanted to climb the ladder but that wasn’t my ambition), and I clearly say to the manager that I wasn’t interested by the offer.

Managers keep me at this work every day during a week despite my refusal.. I was really embarrassing of this situation which only give me lot of stress because I had more responsibilities and more work, moreover I didn’t understand why I already have to do this job despite of my refusal. That affect, deteriorate, my relationship with workers who don’t understand why I give them orders with my season contract.

The second day, I choose to request managers to remove me at my last work, but they refuse without saying much and kept asking me the same job. In my opinion that trigger the conflict and also deteriorate my relationship with us. I wasn’t knowing if they were intentionally putting me in this situation or if that was an order coming from the executive side.

At the end of the week, I decided to solve this unpleasant situation by asking the assistant-director *(who was, quite surprisingly, listening me carefully).* He was really embarrassed, because he don’t know that I had refused the offer and he was confuse because the managers didn’t have communicate about this. In reaction, he organized a short meet up with the two managers of the week who were not really clear and say things like “We don’t have understand that he concretely refuse the contract”, “we think that he would like to try more”. Assistant-director and managers didn’t let me expose my point of view of the situation, the assistant-director conclude peacefully on a mistake.

Finally he tell me in an unformal discussion that it was a good idea to come and expose the situation because it’s not the first time that this two managers have their own ways and he wouldn’t like to feed the conflict anymore.

After this meet up, managers never try to put me again at this team-leader post and during my last month of work I kept getting good relationship with everybody except the two managers concerned.