Abstract

A procedure is developed from the paradigm of the complexity, starting from their most general characteristics to identify tourism organizations as social human complex systems. This procedure values the impacts of the training in the achievement of the organizational goals. The model of forgotten effects to the causality relationships of the system of training actions and, by using the relationship matrix of incidence-dependence, the structural cohesion is identified in the training strategy. The interaction links among the different actions have been expressed by graphs. Finally, the conclusions bring out the values of the proposed and applied method as a contribution to the improvement of the training strategies.

Keywords

Forgotten effects, systemic impact, training, complex behavior.