

Your  to DYNAMIC DELIVERY  
IN  
Leadership Development

**TRAINING DIMENSION:** Leadership Excellence

**SUITABLE FOR:** Executive level and Key Department heads  
Appropriate as a Leadership Development Learning Process

**WORKSHOP FOCUS:** This development workshop's focus is to review current management's practices in the areas of leadership, character development, Supervision, Coaching, and their abilities to Manage quality Guest Service. Format and Structure of workshop builds on a 3-dimensional approach: 1. Performance based (observable and measurable skill) 2. Knowledge-based (level of knowledge regarding core competencies and service standards of Rosewood) 3. Attitudinal – based (looking at the ways we view the working environment and the ability to manage change for positive visionary results)

**LEARNING OBJECTIVES:**

Describe and apply company's vision and mission statement to work environment

Evaluate the Communications and Leadership styles of our internal and external customers to better cater to their needs.

Develop the knowledge of internal and external customers and cater to each style.

Apply and demonstrate an understanding of reviewing proper methods of giving and receiving feedback.

Create a spirit of working together as a TEAM in order to enhance motivation with the staff.

Learn and apply the Key Masteries needed for maximizing Service Excellence.

Create and atmosphere of openness and trust among your staff.

Recognize and applying the value/influence of demonstrating a positive attitude to internal and external guests for maximum departmental efficiency.

Formulate an action plan that ensures application of comprehensive Principles learned in workshop.

**DURATION:** (2 days)

**GROUP SIZE \*:** Maximum: 16 Minimum: 8

**PRESENTATION:** A variety of methods will be used to teach and assure full participation and comprehension including Interactive training methods, role plays, audio visuals, demonstrations, discussions and brief lectures to ensure attendant's participation.

*Will work with smaller groups based on resort's needs; however, maximum benefits are recognized with larger groups which offers greater interaction depth.*