

Your  to DYNAMIC DELIVERY
IN
Leadership Development

TRAINING DIMENSION:

Manager/Supervisor's Professional
Development Workshops

SUITABLE FOR:

Key level Managers and Supervisors who work with staff's coaching and development. Course offers Leadership CERTIFICATION via the Education Institute of the American Hotel and Lodging Association.

WORKSHOP FOCUS:

This training focus is on 9 Skill-Builder Supervisory/Management modules that highlight 9 essential focal competencies to enhance skills of the team leader. These competencies are foundational to leadership's success, and they promote practical building blocks that enhance overall management and leadership skills.

LEARNING OBJECTIVES:

1. You as a Supervisor:

- Understand the importance and responsibility of supervision
- Identify the functions of management
- Understand how appearance, manners, ethics and self-esteem affects your performance and that of your staff.

2. Leadership:

- Identify and begin to develop leadership traits
- Know the difference between personal and positional power.
- Understand the different styles of leadership and when each is best used.
- Know what assertive behavior is and how to act assertively.

3. Time Management

- Identify and eliminate "time robbers" that prevent you from working more efficiently.
- Prioritize your job tasks
- Use daily "to do" lists and weekly planners or hand-held organizers

4. Improving Communication:

- Identify and avoid roadblocks to successful communications
- Use your body and voice as positive tools when you communicate
- Speak clearly and simply so that your message is understood, whether you speak to 1 person or 100.

5. Handling Problems and Conflict:

- Understand where workplace problems come from
- Solve problems with a team of your employees
- Prepare yourself to resolve conflicts
- Resolve employee conflicts
- Identify and manage difficult people better

TRAINING DIMENSION-(cont.): Manager/Supervisor's Professional Development Workshops

6. Conducting Staff Orientation and Training

- Use orientation as an opportunity to welcome new employees to the property team
- Identify which knowledge and skills are needed for employees to perform job tasks
- Effectively train employees to perform their tasks (work in conjunction with Freeman Training)

7. Motivation and Team Building:

- Understand what motivation is and how it benefits you, your employees, and your property
- Use appropriate motivational strategies
- Understand how formal and informal work groups affect employee motivation
- Know how to promote teamwork among employees.
- Get employees to help you solve problems and make suggestions about ways to build teamwork.

8. Staffing and Scheduling

- Follow the steps in the recruitment and selection process
- Effectively plan, conduct, and follow up an interview
- Understand the value of forecasting in the scheduling process
- Use a staffing guide effectively
- Plan and evaluate an employee work schedule

9. Improving Employee Performance:

- Use effective coaching, feedback, counseling, and discipline techniques.
- Review employee performance in a way that will make your employees want to increase productivity
- Handle terminations more effectively

DURATION:

(Each module 4 to 6 hours)

GROUP SIZE *:

Maximum: 16 Minimum: 8

PRESENTATION:

A variety of methods will be used to teach and assure full participation and comprehension of this 9-week course. Including; Interactive training methods, roleplays, 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.*