

Lead, Motivate and Succeed - Information Sheet

Course Aim: Lead, Motivate and Succeed is a one day course designed to help supervisors and managers to lead, develop and motivate their employees, in order to deliver a world class service.

Duration 1 Day
Timings Start 9.15am – Finish (Approx) 4.30pm

Do I need previous knowledge and skills?

No

Who is the course intended for?

First line managers and supervisors working within sectors of industry, including hospitality, travel and transport, leisure and entertainment, and visitor services. Also aimed at students preparing for employment in the tourism industry.

What will I gain from the course?

Information on how to lead, motivate and succeed employees in order to deliver world class service to customers.

What does the course cover?

- The importance of organisational, team and individual objectives for organisations in the Tourism, Hospitality and Leisure sectors
- SMART objectives for a team and for individual employees in the Tourism, Hospitality and Leisure sectors
- Good practice for a manager or supervisor who is managing change
- The characteristics of effective management and leadership
- The principles of action centred leadership
- Current thinking on motivation
- Effective communication methods as a supervisor or manager
- How to create a customer focused culture within a team in the Tourism, Hospitality and Leisure sectors
- The main factors that cause teams to succeed or fail
- The main ways of dealing with problems in a team

Course Method Discussion groups
Video presentation/clips
Case studies and activities

Assessment A short multiple choice test, completed at end of the day.

Next steps Leading directly on to any of the Business Development programmes including: Quality Housekeeping, Marketing your Restaurant, Dealing with Difficult People, Merchandising and Selling, and Telephone Selling Skills.

If you require any further information, please contact:

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