

Training the Team - Information Sheet

Course Aim: This 'Training the Team' skills development programme aims to assist you to develop one-to-one and group training techniques to enable the development of customer service and other skills among front-line employees and volunteers.

Duration 2 Day
Timings Each day starts at 9.15am – Finish (Approx) 4.30pm

Who is the course intended for?

Managers, owners and supervisors/team leaders within the tourism, leisure and hospitality sector, and which are located in the South East region.

What will I gain from the course?

You will gain valuable knowledge of ways to develop the understanding and skills of employees for them to perform their roles in a way that meets business objectives, conforms with legal requirements and assists the organisation to deliver world-class standards of service to customers.

What does the course cover?

The course will allow you to:

- Plan learning and development activities for employees and volunteers
- Appreciate how people learn
- Identify skill development needs within your team
- Appreciate the role of an effective trainer
- Select and use appropriate training techniques
- Use appropriate training aids to assist delivery
- Plan and deliver induction training
- Evaluate training and development
- Team briefing

Course Method Classroom style
 Discussion groups
 Powerpoint slides
 Case studies and activities

Assessment None

Next steps The range of Hosting the World courses is suitable for most businesses to gain the most out of the 2012 Olympic and Paralympic.

If you require any further information, please contact:

Louisa Carpenter, Training Department, Tourism South East, 40 Chamberlayne Road, Eastleigh, Hampshire, SO50 5JH

Tel: (023) 8062 5491 Fax: (023) 8062 0010 Email: lcarpenter@tourismse.com

