

# TRAINING

## Course Profile

### Lead Motivate and Succeed

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.

#### 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 day?

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

#### Do I need previous skills & knowledge?

No

#### Course Method:

- Discussion groups
- Video presentation/clips
- Case studies and activities

#### Assessment:

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

#### Duration:

One Day

#### 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

### Further Information or booking:

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