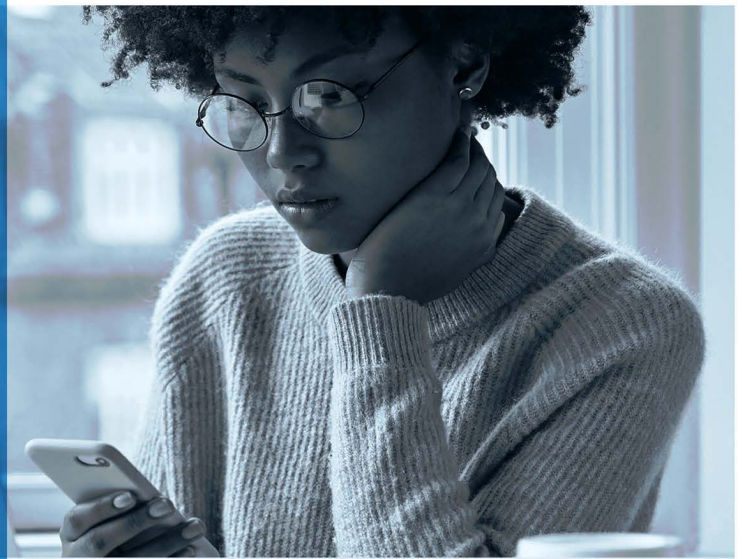


TOURISM & HOSPITALITY TRAINING SOLUTIONS

FUTURE-PROOF YOUR BUSINESS THROUGH LEADERSHIP & RESILIENCY TRAINING

FREE TRAINING VALUED AT OVER \$1,000 PER PERSON



THE LEADERSHIP & RESILIENCY TRAINING PROGRAMS ARE PART OF THE TSNO WORKFORCE DEVELOPMENT FOR BUSINESSES IN THE TOURISM & HOSPITALITY SECTOR. THESE PROGRAMS ALLOW THE SECTOR ACCESS TO TRAINING, HELP BUILD A MORE RESILIENT WORKFORCE AND INCREASE EMPLOYEE ENGAGEMENT AND RETENTION.



LEADERSHIP EXCELLENCE SERIES

Designed to provide new, emerging and existing leaders with the latest theories, practices and tools to develop their leadership skills.

Program Highlights:

- Identify the difference between managing and leading
- Learn leadership best practices and road blocks
- Identify different communication styles
- Explore how to diffuse emotional conversations
- Define best practices in coaching
- Explore the elements of team trust and causes of conflict
- Define what makes a high-performing team

Tourism & Hospitality Employers are invited to nominate their full time, part time and furloughed team members who have demonstrated potential for advancement and/or retention.

- Virtual, interactive, instructor-led workshops
- Participants will receive certificate upon completion

RESILIENCY TRAINING SERIES

Designed to elevate job performance through soft skills development, building a more resilient workforce to welcome back our visitors in the future.

Program Highlights:

- Understand how to deliver memorable customer service experiences within the new reality
- Learn how to keep customers safe & communicate effectively from behind physical barriers
- Recognize the importance of emotional intelligence (EQ)
- Explore tools to build personal resilience
- Learn negative vs positive coping strategies
- Develop proven strategies for conflict resolution

- Cohorts running now through June 30, 2022
- Customized programs may be available upon request

PLEASE CONTACT USTODAY

FOR MORE INFORMATION OR TO REGISTER!
KIERAN WELLS, Industry and Community Liaison,
West and North Western Ontario | OTEC
p. (416) 622-1975 ex. 267 / (1-800) 557-6832
e. kwells@otec.org www.otec.org



FUTURE-PROOF YOUR BUSINESS WITH OTEC'S LEADERSHIP EXCELLENCE SERIES



FREE TRAINING FOR QUALIFYING PARTICIPANTS
THROUGH SKILLSADVANCE ONTARIO
VALUED AT OVER \$1,000+ PER PERSON

THE WORLD IS CHANGING RAPIDLY. OTEC'S LEADERSHIP EXCELLENCE SERIES WILL EQUIP EMERGING AND EXISTING LEADERS TO TAKE THEIR LEADERSHIP SKILLS TO THE NEXT LEVEL AND BUILD A STRONGER WORKFORCE.

SESSION DETAILS

- 4 virtual, instructor-led workshops
- Each workshop is 2-3 hours unless otherwise noted
- Participants must complete all workshops
- Participants will receive a certificate upon completion

BENEFITS

- Improves employee engagement
- Supports worker retention
- Provides leaders with tools and knowledge to advance their communication skills and increase productivity.

WORKSHOP 1: COMMUNICATING FOR EXCELLENCE

Learn how different communication styles influence our behaviour, and how to use emotional intelligence to effectively relate to others.

WORKSHOP 2: LEADING FOR EXCELLENCE

Build your credibility as a leader and develop techniques to lead, engage and motivate team members.

WORKSHOP 3: TEAM BUILDING FOR EXCELLENCE

Learn how to build strong, sustainable relationships, resolve conflict and contribute to a high performing team environment.

WORKSHOP 4: COACHING FOR EXCELLENCE

Provides leaders with coaching skills and best practices to develop team members through effective on-the-job coaching and workplace training.

WHO SHOULD ATTEND

Tourism and hospitality businesses are invited to nominate their full-time, part-time and furloughed employees who have demonstrated potential for advancement and/or retention.

Please note, business owners and those in senior management positions are not eligible.

PLEASE CONTACT US TODAY FOR MORE INFORMATION OR TO REGISTER!

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FUTURE-PROOF YOUR BUSINESS WITH OTEC'S NEW RESILIENCY TRAINING SERIES



FREE TRAINING FOR QUALIFYING PARTICIPANTS
THROUGH SKILLSADVANCE ONTARIO
VALUE AT OVER \$1,000+ PER PERSON

THE WORLD IS CHANGING RAPIDLY. OTEC'S NEW RESILIENCY TRAINING SERIES WAS DEVELOPED TO ADDRESS WORKER SKILLS GAPS, AND BUILD A MORE RESILIENT WORKFORCE WITHIN THE UNCERTAIN COVID ENVIRONMENT.

SESSION DETAILS

- 4 virtual, instructor-led workshops
- Each workshop is 2-3 hours unless otherwise noted
- Participants must complete all workshops
- Participants will receive a certificate upon completion

BENEFITS

- Improves employee engagement
- Supports worker retention
- Supports employee mental health and builds emotional intelligence

WORKSHOP 1: SERVICE EXCELLENCE WITH COVID (FULL-DAY)

New course teaches how to deliver exceptional service within the "now normal". This course will equip participants with tools to confidently create memorable service experiences and build customer loyalty.

WORKSHOP 2: INTRODUCTION TO EMOTIONAL INTELLIGENCE

New developments and change can leave us feeling overwhelmed. Learn how to lessen the impacts of our emotions and build self-awareness to better navigate these changing times.

WORKSHOP 3: STRESS MANAGEMENT

The pandemic has created higher levels of stress and anxiety in our daily lives. Learn about stress, its impacts during the pandemic, and positive lifestyle and coping practices.

WORKSHOP 4: CONFLICT MANAGEMENT

Learn how to deal with conflict, avoid and resolve conflict using emotional intelligence, and develop a conflict strategy.

WHO SHOULD ATTEND

Tourism and hospitality businesses are invited to nominate their full-time, part-time and furloughed employees who have demonstrated potential for advancement and/or retention.

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