

'It was great to stand back and reflect on how to lead and motivate staff. I find that I now delegate more effectively and the course has inspired me to make the most of my new role as a team manager.'

Alex White, Mandolay Hotel



Lead,
Motivate and
Succeed



For more information visit www.welcometoexcellence.co.uk

We are committed to equality of opportunity





Welcome to a new course for first-time managers that reveals how to inspire world-class performance from your team.

WHO?

Supervisors and first-time line managers working in tourism, leisure, hospitality, retail, transport and all other service sectors where great customer care is essential. Students preparing for a management career in a service sector such as Tourism and Leisure

WHY?

To help you develop the skills to manage staff effectively

To show you how to become an inspirational team leader

To reveal the latest thinking on how you can motivate your team

To enable you to plan and lead an improvement programme designed to deliver great customer service in your organisation

To provide you with Level 3 training that is a stepping stone towards the Welcome to Excellence programme 'Welcome Management' at Level 4

WHAT?

This leading-edge course includes a mix of self – assessment activities and inspirational instruction

It covers how to:

Get Started

Assess your current performance as a line manager and team leader

Share the Objectives

- Set clear objectives for teams and individuals that will deliver company objectives
- Create a customer focused culture in your team
- Delegate and make sure everyone wins
- Manage change and communicate that change is positive

Be a Positive Leader

- Understand your own leadership style and strengths
- Become an effective and dynamic leader

HOW?

Lead, Motivate and Succeed is another one-day course from Welcome to Excellence. Courses are available across England.

Please contact your regional Welcome to Excellence manager for further details:

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Motivate and Inspire your team

- Motivate your team and get the best out of everyone
- Improve your standard of communication and feedback
- Plan to develop the skills of your staff
- Get your team focused on the customer

Fine Tune your Team

- Set standards for your team
- Negotiate with your team
- Learn methods for managing your time
- Deal with any problems and handle conflict within the team
- Develop your emotional intelligence
- Know how to make your team succeed

Make it Happen

- Develop an Action Plan and Progress Record