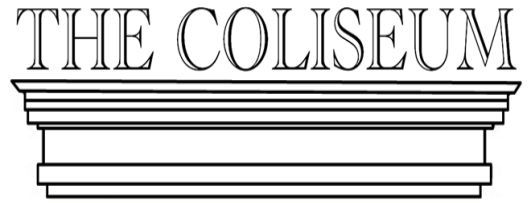


# LEADERSHIP SKILLS WORKSHOP



*Events, Hospitality and Travel*

## OVERVIEW

This 2 days workshop will provide participants the opportunity to learn and understand business leadership principles and practice techniques that will allow them to develop great leadership skills. This session, will cover management techniques and strategies needed to become a stronger, confident and respected leader.

## Learning Outcomes

Participants in this workshop will learn:

- The difference between the Manager and the Leader
- Leadership fundamentals
- Leadership challenges and finding the best leadership style to apply
- How to build a highly motivated, high-performance team
- How to build an effective Personal Development Plan
- The power of effective communication and listening skills
- The importance of planning and prioritizing day-to-day activities
- How to align, coach and empower employees through collaborative approach
- How to give constructive feedback and conduct effective performance appraisals
- Dealing with difficult employees

## Who would benefit

This highly interactive workshop is beneficial for supervisors and middle management in the hospitality or service industry .

## Duration and requirements

2 full day class attendance plus completion of self paced online modules , knowledge test and work place project implementation.

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