

# LEARN TODAY, MANAGE TOMORROW FOR THE TEAM LEADERS & SUPERVISORS

## TOURISM AND HOSPITALITY TEAM LEADER PROGRAMME

### THE CHALLENGE

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Are you like thousands of others who have recently stumbled - or been pushed - into leadership? You may not have set out to lead, but because you're good at your functional specialty, you've found yourself getting more responsibility, getting direct reports until suddenly...boom! You're a manager!

Many new supervisors have mixed emotions about advancing from an individual-contributor position to taking on the responsibilities of a manager and more often than not, they're given the responsibility but often not the support. Given the title but often not the training and therefore struggle with the demands of leadership.

It can feel overwhelming—which can lead to lost productivity, reduced team morale, and even a return to a non-supervisory role.

### THE SOLUTION

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The purpose of these work-sessions is to enable supervisors and team leaders to get the best performance from themselves and the rest of their team by gaining new insights, skills, tools and techniques needed to help them feel more confident, motivated and self-assured.

We will share proven strategies to help you shift your mindset from managed to manager, focusing specifically on goal setting, inspiring trust, making better decisions, effectively delegating and managing virtual teams.

### WHO IS THIS FOR?

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You will be a new or soon to be promoted team leader or supervisor who wants to build your confidence and develop your own management style.

The Tourism & Hospitality Team Leader Programme will introduce you to foundational concepts and practical skills and tools to help you manage change, make better choices and decisions, delegate effectively and manage performance within your team.

## YOU WILL LEARN TO:

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- Appreciate the qualities required when stepping into a managing role.
- Recognise your own management style, qualities, and strengths
- Appreciate why trust is a critical leadership skill
- Actively manage your mental health and wellbeing through resilience
- Challenge your own and others perceptions and the impact of bias
- Improve your decision-making
- Understand why and when to delegate
- Actively seek - and action - feedback
- Build resilience
- Influence others, manage expectations and say no
- Embrace change and support your team through it

## MODULES

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### **Managed to Manager**

What qualities are needed to step up to the line management role? We will focus on staying in charge of the situation, moving things forward and all the things the line manager is responsible for including all the extra things that come with the role but aren't necessarily in the job description!

### **Trust & Resilience in Uncertain Times**

Trust and resilience are widely recognised as vital competences in the workplace, and in today's increasingly complex working environment, the ability to build trust and resilience is critical for business success.

### **Challenging Unconscious Bias**

The reality is that all of us can – and probably do – harbour unconscious biases that can all too easily lead to discrimination and inequality. To create a culture in which everyone thrives, we must first identify our bias, then understand why they can occur and finally address our bias.

### **Getting Things Done**

One of the key skills of being an effective leader is effective time management. You need to understand what needs to be done, when it needs to be done and have the ability to achieve success through others.

### **Finding Solutions**

You will learn the basics of problem-solving and decision-making, from recognising the early signs through to considering the impact, using the Decision Making Matrix.

### **Managing & Driving Performance**

You will learn how to develop effective techniques needed to drive team performance and motivate others.

### **A Culture of Feedback**

Using the +EBI framework, you will receive feedback from other members of the group. Each person will develop a strategy of how they are going to implement their new Leadership skills, getting really clear on the job to be done and what support they will need.

### **Readiness for Change**

Here, participants will identify how to adapt to change and embrace it positively as well as recognising the emotional process linked to change.

## APPLY

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Apply today: [hatsnetwork.co.uk/team-leader-programme](https://hatsnetwork.co.uk/team-leader-programme)