

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	INDUSTRY	DESCRIPTION AND CONTENT
<b>LEADERSHIP DEVELOPMENT</b>				
<b>LEADERSHIP ESSENTIALS</b>	<b>ALL LEVELS</b>	<b>4</b>	<b>ALL</b>	<b>NURTURE &amp; CULTIVATE A LEADERSHIP MINDSET – DEVELOPING SELF AWARENESS – UNPACKING LEADERSHIP – UNDERSTAND ON WHAT TO FOCUS TO IMPROVE LEADERSHIP ABILITY – LEADERSHIP IN CONTEXT – DEVELOP CONFIDENCE AND COMPETENCE IN DEALING WITH RELATIONSHIPS AND DYNAMICS OF THE WORKPLACE – SELF LEADERSHIP AND DEVELOPING RESILIENCE IN THE WORKPLACE – PRACTICE BUILDING RELATIONSHIPS IN TEAMS</b>
<b>ADVANCED LEADERSHIP &amp; EMOTIONAL INTELLIGENCE</b>	<b>UPPER SUPERVISORY AND MANAGEMENT</b>	<b>6</b>	<b>ALL</b>	<b>NURTURE &amp; CULTIVATE A LEADERSHIP MINDSET – DEVELOPING SELF AWARENESS – UNPACKING LEADERSHIP: THE WHAT, WHY AND HOW? – UNDERSTAND ON WHAT TO FOCUS TO IMPROVE LEADERSHIP ABILITY – LEADERSHIP IN CONTEXT – LEADERSHIP STYLES – LEADERSHIP &amp; MANAGEMENT - SELF LEADERSHIP AND LEADERSHIP PIPELINE – U THEORY - DEVELOPING INDIVIDUAL LEADERSHIP DEVELOPMENTAL PLAN</b>

## SIGNATURE WORKSHOPS FOR TEAM BUILDING OR AS PART OF CORPORATE STRATEGY PROGRAM

**THEME: PERSONAL & SERVICE EXCELLENCE**

### **THE BEGINNING OF AN EXPEDITION TOWARDS PERSONAL EXCELLENCE**

**THIS SIGNATURE WORKSHOP HIGHLIGHTS THE IMPORTANCE OF DISCOVERING SELF, LIVING AN INTEGRATED LIFE, DISCUSSES CAREER MANAGEMENT ISSUES, ORGANISATIONAL CONTRIBUTION & COMPETENCE, UNPACKING LEADERSHIP PRINCIPLES & ABILITY, U THEORY, BECOMING YOUR OWN BRAND ETC.**

**IT IS A HIGH MOTIVATION BOOSTER AND ALLOWS DELEGATES TO DEVELOP SELF AWARENESS & MINDSET TO EMBARK ON A LEADERSHIP JOURNEY WITH A PERSONAL DEVELOPMENTAL PLAN**

**DURATION: 5 HOURS FOLLOWED BY INDIVIDUAL COACHING**

## THEME: BRAND ENHANCEMENT

### **BRAND ENHANCEMENT THROUGH INNOVATION STRATEGIES ADOPTING LEAN AND SUSTAINABLE MECHANISMS**

**THIS BESPOKE AND INNOVATIVE COURSE SPECIFICALLY DESIGNED FOR DEVELOPING A BRAND ENHANCEMENT STRATEGY GEARED TOWARDS ENHANCING BRAND IDENTITY VIS A VIS LOCAL AND REGIONAL COMPETITION THROUGH A SIMULTANEOUS FOCUS ON GUEST SATISFACTION, SERVICE IMPROVEMENT ADOPTING LEAN AND SUSTAINABLE MECHANISMS. PARTICIPANTS WILL BE EQUIPPED WITH THE NECESSARY SKILLS TO CRITICALLY ANALYZE KEY SERVICE PROCESSES AND COME FORWARD WITH LEAN SOLUTIONS TO FURTHER ADD VALUE TO TARGET AUDIENCES AND TO GUEST EXPERIENCE AND INTERACTIONS.**

**IN ADDITION DELEGATES WILL BE ABLE TO ACT AS ACTIVE MEMBER OF A QUALITY COORDINATION AND CREATIVITY COMMITTEE WITH THE MANDATE OF CONTINUOUSLY IMPROVING GUEST EXPERIENCE SERVICE PROCESSES & BRAND STRATEGIES EMBEDDING LEAN AND SUSTAINABILITY ISSUES BEFITTING THE LOCAL CULTURAL PATRIMOINE. THE BRAND ENHANCEMENT STRATEGY ACTION PLAN WOULD THEN FORM THE BASIS OF BI ANNUAL TEAM BUILDING OR STRATEGIC MEETINGS FOR THE CORE MANAGEMENT TEAM.**

**DURATION: 4 TO 5 SESSIONS**

## THEME: CRAFTING VISION, MISSION & VALUES STATEMENTS

### REVISITING VISION & MISSION STATEMENTS

**THIS INNOVATIVE AND PRACTICAL COURSE TAKES PARTICIPANTS THROUGH THE IMPORTANCE TO CHALLENGE EXISTING VISION & MISSION STATEMENTS TO ENSURE THEY REMAIN RELEVANT. THIS REQUIREMENT IS ESPECIALLY EVEN MORE SIGNIFICANT IN A DYNAMIC INDUSTRY. DELEGATES WILL BE TRAINED ON HOW TO REVISIT ESTABLISHED MISSION, VISION AND CORPORATE VALUES AS THE FOUNDATION FOR SUCCESSFUL DEVELOPMENT OF THE ORGANIZATION AND FOR ATTAINING BUSINESS OBJECTIVES.**

**DURATION: 3 TO 4 SESSIONS**

### ALIGNING CORPORATE VALUES TO VISION & MISSION STATEMENTS

**THIS UNIQUE COURSE TAKES PARTICIPANTS THROUGH THE IMPORTANCE TO ALIGN THEIR ORGANIZATIONS WITH THE VALUES AND VISIONS ALREADY IN PLACE. DELEGATES WILL BE FAMILIARIZED WITH THE PROCESS OF ALIGNMENT, NOT ONLY ON CRAFTING STATEMENTS. THEY WILL ALSO LEARN HOW TO PRESERVE EXISTING CORE VALUES, TO REINFORCE ITS PURPOSE, AND TO STIMULATE CONTINUED PROGRESS TOWARDS ITS LONG TERM OBJECTIVES.**

**DURATION: 3 TO 4 SESSIONS**

## OTHER GENERIC COURSES

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>TRAIN THE TRAINER</b>			
<b>TRAIN THE TRAINER ESSENTIALS</b>	<b>LOWER SUPERVISORY</b>	<b>4</b>	
<b>ADVANCED TRAIN THE TRAINER</b>	<b>UPPER SUPERVISORY AND MANAGEMENT</b>	<b>6</b>	<b>UNDERSTAND THE TRAINING CONTEXT – SOPHISTICATED APPROACH TO TRAINING RELEVANT TO THE INDUSTRY – TRAINING METHODS AND THE FACTORS AFFECTING THE CHOICE OF A TRAINING METHOD – THE BEFORE/DURING/AFTER OF TRAINING – EMPHASIS ON LEARNING - DESIGN/DELIVER/CONTINUOUS EVALUATION - ESTABLISH AN ENVIRONMENT FOR TRAINING – FAMILIAIRISE WITH TRAINING AIDS – FOSTER RELATIONSHIP WITH PARTICIPANTS AND GROUP DYNAMICS – FACILITATION V/S TRAINING – REFINING TRAINING CONTENT AND ADAPT TO AUDIENCE/ORGANISATIONAL CIRCUMSTANCES – DEVELOPMENTAL PLAN AS TRAINER &amp; GRADING</b>

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>MANAGING HUMAN RESOURCES</b>			
<b>MANAGING PEOPLE &amp; PERFORMANCE</b>	<b>UPPER SUPERVISORY &amp; MANAGEMENT</b>	<b>4 TO 6</b>	<b>LEVELS OF HR PRACTICE – WEARING THE HR HAT – ORIENTATION OF HR PRACTICE – TRANSACTIONAL V/S TRANSFORMATIONAL – EMPLOYER BRANDING – INNOVATION APPROACH TO EMPLOYEE INTEGRATION / RECRUITMENT &amp; SELECTION/ DEVELOPING A CULTURE OF DIALOGUE/ MANAGING PERFORMANCE – APPROACH TO TRAINING/ MECHANISMS FOR EMPLOYEE ENGAGEMENT &amp; MOTIVATION/ SHARING BEST PRACTICES/ HR FINANCE – INTEGRATED APPROACH – HR CLINIC</b>
<b>INNOVATIVE HR PRACTICES</b>	<b>HR MANAGERS / HR CHAMPIONS</b>	<b>2 TO 3</b>	<b>LEVELS OF HR PRACTICE – FROM TRANSACTIONAL HR TO TRANSFORMATIONAL HR – ADOPTING A COMPETENCY BASED APPROACH THROUGH INTEGRATED HR PRACTICES – VERTICAL &amp; HORIZONTAL ALIGNMENT OF HR PRACTICES TO SERVICE / PRODUCTION PROCESS AND BUSINESS GOALS / MEASURABLE TALENT MANAGEMENT FRAMEWORK – RESILIENCE OF HR FUNCTION</b>

## SOFT SKILLS DEVELOPMENT FAST TRACK PROGRAM

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>LOWER SUPERVISORY DEVELOPMENT PROGRAM</b>			
<p><b>LOWER SUPERVISORY DEVELOPMENT PROGRAM</b></p>	<p><b>LOWER SUPERVISORY</b></p>	<p><b>16+</b></p>	<p>THIS COURSE TAKES AN ALL ROUNDER PERSPECTIVE IN DEVELOPING AND NURTURING THE SOFT SKILLS FOR EMPLOYEES AT LOWER SUPERVISORY POSITIONS AND TO ACQUIRE OR FURTHER ENHANCE THE DESIRED MATURITY IN THEIR CURRENT AND FUTURE ROLES. THE COURSE CONTRIBUTES TO A PROPER SUCCESSION PLANNING FOR KEY POSITIONS BY PREPARING AND EQUIPPING HIGH POTENTIAL TEAM MEMBERS WITH THE RELEVANT ALL ROUNDER SKILLS TO TAKE UP SENIOR POSITIONS.</p> <p>THE COURSE RUNS OVER APPROXIMATELY 16 SESSIONS AND COMPRISES OF THE FOLLOWING MODULES:</p> <ul style="list-style-type: none"> <li>▪ INITIAL SKILLS AND CAREER ASSESSMENT (1 SESSION)</li> <li>▪ ROLE OF SUPERVISORS &amp; LEADERSHIP (4 SESSIONS)</li> <li>▪ MANAGING PEOPLE &amp; PERFORMANCE (3 SESSIONS)</li> <li>▪ SERVICE/ PRODUCT QUALITY &amp; PROCESS MANAGEMENT (4 SESSIONS)</li> <li>▪ MANAGEMENT OF PROJECTS (SMALL TO MEDIUM SCALE)(2 SESSIONS)</li> </ul>

EXISTERE Consulting

## SOFT SKILLS DEVELOPMENT FAST TRACK PROGRAM

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>MANAGEMENT DEVELOPMENT</b>			
<p style="text-align: center;"><b>UPPER SUPERVISORY &amp; MANAGEMENT DEVELOPMENT PROGRAM</b></p>			<p><b>THIS INTENSIVE COURSE TARGETS BOTH PARTICIPANTS WITH A FORMAL ACADEMIC BACKGROUND AS WELL AS THOSE WHO COUNT RELEVANT WORK EXPERIENCE WITHOUT ACADEMIC QUALIFICATIONS (MATURE EMPLOYEES) – AND TAKES AN ALL ROUNDER PERSPECTIVE IN FURTHER ENHANCING SOFT SKILLS FOR NEWLY PROMOTED UPPER SUPERVISORS, ASPIRING AND EXISTING MANAGERS –TO FURTHER GROW IN THEIR CURRENT ROLE. THE COURSE ALSO COMPRISES OF SEVERAL ASSIGNMENTS, PROJECTS AND PRACTICAL SITUATION ASSESSMENTS. THE COURSE RUNS OVER 25 SESSIONS AND COMPRISES OF THE FOLLOWING MODULES:</b></p> <ul style="list-style-type: none"> <li>▪ INITIAL SKILLS AND CAREER ASSESSMENT (1 SESSION)</li> <li>▪ LEADERSHIP &amp; MANAGEMENT (4 SESSIONS)</li> <li>▪ MANAGING PEOPLE &amp; PERFORMANCE (3 TO 4 SESSIONS)</li> <li>▪ SERVICE/ PRODUCT QUALITY &amp; PROCESS MANAGEMENT (4 SESSIONS)</li> <li>▪ MANAGEMENT OF PROJECTS (2 SESSIONS)</li> <li>▪ PRODUCTIVITY, INNOVATION &amp; CREATIVITY (2 SESSIONS)</li> <li>▪ TRAIN THE TRAINER (3 SESSIONS)</li> <li>▪ CONTEMPORARY ISSUES IN BUSINESS (2 SESSIONS)</li> </ul>

## HOSPITALITY SECTOR SPECIFIC COURSES

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>GUEST INTERACTION, SERVICE DESIGN &amp; STRATEGIES</b>			
<b>GUEST INTERACTION, SERVICE DESIGN &amp; STRATEGIES</b>	<b>SUPERVISORY &amp; UPPER SUPERVISORY</b>	<b>3 TO 4</b>	<b>POINTS OF GUEST ENCOUNTERS - CONFIDENCE LEVEL IN GUEST INTERACTION - PRODUCT/SERVICE &amp; BRAND KNOWLEDGE-KEY MOMENTS IN SERVICE - SUGGESTIVE SELLING/UPSELLING - CONCERTED SALES EFFORTS - GUEST PROFILING- SERVICE CIRCUITS- HOTEL ORDER WINNERS - EVENTS &amp; WEDDING OPTIONS - BRINGING A NEW DIMENSION TO YOUR ROLE - MEASURING SALES CONTRIBUTION - HOTEL INNOVATIVE INTERNAL MARKETING TECHNOLOGICAL PLATFORMS - DEVELOPING A SELLING ATTITUDE AND CULTURE IN TEAMS - BECOMING AN AMBASSDOR OF YOUR HOTEL</b>
<b>BASIC SELLING TECHNIQUES IN A HOTEL ENVIRONMENT</b>	<b>LOWER SUPERVISORY</b>	<b>2</b>	

## HOSPITALITY SECTOR SPECIFIC COURSES

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>HOTEL FINANCIALS</b>			
<b>INTRODUCTION TO BASIC ACCOUNTING &amp; FINANCE</b>	<b>SUPERVISORY &amp; UPPER SUPERVISORY</b>	<b>3</b>	<b>UNDERSTANDING ACCOUNTING PRINCIPLES - HOTEL PROFIT AND COST CENTRES - THE HOSPITALITY BUSINESS - YEARS OF OPERATIONS AND FINANCIAL SITUATION - CASH FLOW V/S PROFIT - BUDGET &amp; BUDGETARY CONTROL - COSTING &amp; ACTIVITY - PROJECT MONITORING - KET FINANCIAL INDICATORS FOR HOTELS - DEPARTMENTAL FINANCIAL RATIOS AND METRICS - ANALYSING HOTEL PERFORMANCE - DEVELOPING A FINANCIAL KIT</b>
<b>ENVIRONMENTAL MANAGEMENT &amp; SUSTAINABILITY</b>			
<b>ENVIRONMENTAL &amp; SUSTAINABILITY ISSUES</b>	<b>UPPER SUPERVISORY &amp; MANAGEMENT</b>	<b>3</b>	<b>IMPLEMENTATION OF AN INTERNAL ENVIRONMENTAL MANAGEMENT SYSTEM - INCORPORATING SUSTAINABILITY IN IMAGE &amp; BRANDING - DEVELOPING AN ENVIRONMENTAL COMMITTEE AND ENVIRONMENTAL PROJECT PLAN - DEVELOPING PARTNERSHIPS WITH STAKEHOLDERS - SOCIAL RESPONSIBILITY AND SUSTAINABLE EFFORTS AND PROJECTS - MEASURING &amp; REPORTING ENVIRONMENTAL PERFORMANCE</b>

## OTHER GENERIC SHORT COURSES

TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>MANAGING QUALITY, SERVICE DESIGN &amp; PROCESSES</b>	<b>TEAM OF QUALITY COORDINATORS &amp; UPPER SUPERVISORY</b>	<b>3</b>	<b>CONCEPT OF QUALITY - QUALITY TOOLS AND TECHNIQUES - VALUE STREAM MAPPING - VALUE/NON VALUE ADDING ACTIVITIES - CAREERS IN QUALITY - PROCESS MANAGEMENT - LEAN APPROACH AND MEASURES - SERVICE DESIGN &amp; REDESIGN - PRODUCTIVITY &amp; QUALITY - QUALITY &amp; TECHNOLOGY - METRICS AND ANALYTICS ACROSS THE ORGANISATION - MANDATE OF QUALITY COORDINATION COMMITTEE</b>
TOPIC	TARGETED AUDIENCE	NUMBER OF SESSIONS	DESCRIPTION AND CONTENT
<b>ADVANCED INDUCTION ADOPTING : KNOW YOUR BUSINESS PRINCIPLE</b>	<b>ALL LEVELS</b>	<b>2 TO 3</b>	<b>REVOLUTIONARY APPROACH TO EMPLOYEE SOCIALIZATION AND INTEGRATION - THE MAIN AIM OF THIS INTERVENTION AND COURSE IS TO ALLOW THE ORGANIZATION TO INSTITUTE A PROGRAM WHEREIN NEW ENTRANTS DEVELOP A THOROUGH KNOWLEDGE OF THE HOSPITALITY (OR OTHER) INDUSTRY- APART FROM THE USUAL KNOWLEDGE AND FAMILIRIZATION WITH HOTEL PROCEDURES THIS COURSE TAKES PARTICIPANTS THROUGH A DICOVERY AND LEARNING MODE - PROVIDING AN OPPORTUNITY FOR A REALITY CHECK ON INDIVIDUAL PERCEPTIONS ON HOSPITALITY (OR RELEVANT INDUSTRY). PARTICIPANTS WILL BE REQUIRED TO SIMULATE <i>HOTEL BUSINESS START-UPS</i>IRRESPECTIVE OF THEIR LEVEL AND POSITION AS PART OF GROUP ASSIGNMENTS - WHAT TO FOCUS ON WHEN STARTING A HOTEL AS WELL AS THE PERTINENT DECISIONS IN THE HOTEL  CONCEPT/ARCHITECTURE/SIZE/THEME/LOCATION/BRAND ETC. THROUGH THIS INTENSIVE EXERCISE DELEGATES SHALL BETTER APPRECIATE THE ENVIRONMENT IN WHICH THEY WORK AND ALSO HOW</b>

**ADVANCED  
TELEPHONE  
HANDLING AND  
TECHNIQUES**

**LOWER TO UPPER  
SUPERVISORY**

**4**

**INNOVATIVE APPROACH TO TRAINING PEOPLE IN HANDLING TELEPHONE CONVERSATIONS AND GUEST INTERACTION OVER THE PHONE AND FULLY OPTIMISE THE FUNCTIONALITIES OF THE TELEPHONE SYSTEM & TECHNOLOGY TO CONTRIBUTE TO OPERATIONS AND SERVICE QUALITY. REVIEW AND HARMONIZE TELEPHONE PHRASEOLOGIES ACROSS ALL DEPARTMENTS/SECTIONS – BRAINSTORM WHAT IS GOING WELL/WRONG/TO BE IMPROVED – TELEPHONE SKETCH / IMPROVING CONVERSATIONAL ABILITY – TELEPHONE SKILLS LEARNING KIT AND DEVELOPMENTAL PLAN – ESTABLISH ASSESSMENT METHODS & REVIEW PERIODS**

EXISTERE CONSULTING