

TAA NSW Enhanced Leadership Program

Enhancing business performance through people

Understand how to drive strong business outcomes through your people

Thursday 31st August & Friday 1st September 2017

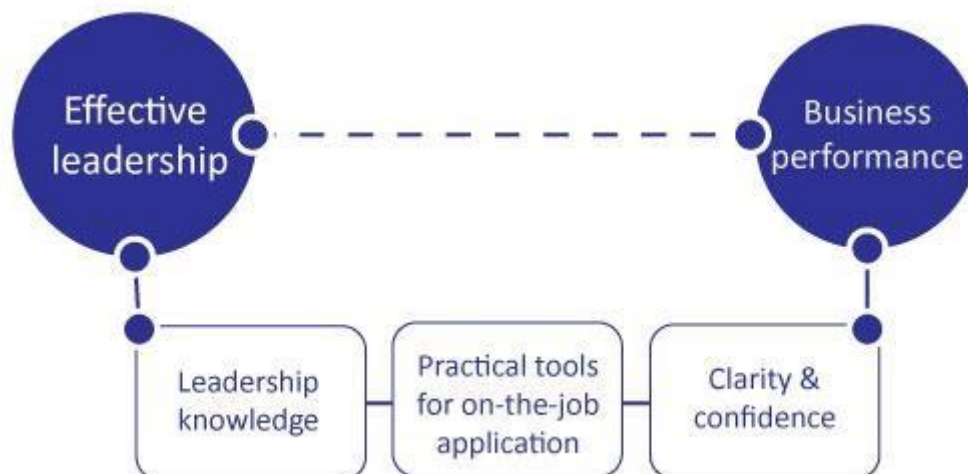
VENUE: TAA NSW Office, Level 15, Hudson House, 131 Macquarie St, Sydney NSW 2000
TIME: 9am – 5pm
COST: \$800 per person (+GST)
BOOKINGS: Email shalini@tourismaccommodation.com.au to register your interest by Friday, 18th August 2017.

"I would recommend this program to myself 15 years ago, so I highly recommend this program to any one in middle and senior management now!" Crispin, General Manager

Do your operational supervisors & managers have the leadership skills to drive strong business outcomes?

The TAA NSW Enhanced Leadership Program is designed to boost their ability to effectively lead for improved business performance.

This interactive 2-day program builds knowledge of best-practice leadership concepts; understanding of how to practically apply these on-the-job with a team; and the confidence to do so.



Focus on critical leadership capabilities to enable improved business performance: Your leadership

- What is my leadership style?
- What do I need to do differently to lead my team more effectively?

- How can I better deal with resistance I may encounter?
- How do I lead change?

Your communication

- How do I communicate effectively with my team & verify understanding?

Your team

- How do I change team behaviour?
- What do my team need to know to improve performance?
- How do I define my expectations of performance?
- How can I improve the way I communicate my expectations of performance?
- How do I provide more effective performance feedback?

Who would benefit from this program?

This program has been designed for property supervisors, front-line managers, assistant managers, department heads (housekeeping, food & beverage) and duty managers - those that have day-to-day accountability for leading staff, therefore day-to-day accountability for creating a difference.

Facilitator:

Damien O'Malley is a senior consultant with OMC Group. He is a facilitator, consultant and executive coach with extensive experience across the hospitality industry. Damien specialises in leadership development, transformational change, culture development, and people strategy capability enhancement.

OMC Group facilitates leadership development, team effectiveness and property / group culture programs in the hospitality industry in WA, SA, VIC, NSW & QLD.

The logo for OMC Group, featuring the letters 'OMC' in a bold, dark blue font, followed by the word 'Group' in a lighter blue, sans-serif font.