

A PRESENTATION BY  
THE DIVISION OF



**HTD**

**HOSPITALITY  
TRAINING  
DEVELOPMENT**

FOR

**BUSINESS TRAINING**

**COURSES 2013**

**EXCLUSIVE CORPORATE DISCOVERY PROGRAM**

**LEADERSHIP SKILL COURSE**

**EXECUTIVE SUPERVISORY SKILL COURSE**

**MANAGEMENT  
TRAINING  
DEVELOPMENT  
CONSULTATION**

**2013**



**HOSPITALITY MANAGEMENT TRAINING DEVELOPMENT & CONSULTANCY**  
A LEADING PROVIDER OF HOSPITALITY TRAINING AND DEVELOPMENT COMPANY



<b>TRAINING &amp; DEVELOPMENT TITLE</b>	<b>LEADERSHIP SKILL COURSE</b>
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**PROGRAMME OVERVIEW**

*Leadership is generally stated as an intention to provide clear vision. The purpose of good leadership skills is to provide a goal, guidelines and the steps needed to get to the goal. Along the way leaders are able to assess the progress, give direction on how to adjust the process to make it more productive. The leader's purpose is to also provide inspiration to motivate the members of the organization to be self-directed and rewarded for meeting their goals.*

**Types**

*Different types of leadership skills make a good leader. Communication skills include listening skills, verbal and organizational skills and the ability to direct people through communication. Decision-making skills are the ability to face an issue and make a confident decision on which way to go. Conflict-resolution skills enable a leader to face conflict and use it proactively to grow the people and organization towards unity and teamwork.*

**Effects**

*The effects of good leadership skills are an efficient organizational structure, satisfied team members and good external relationships. Leadership skills provide a person the ability to meet people's needs and provide resolution for areas of conflict. Good leadership skills celebrate a person's efforts which lead to recognition and loyalty to the organization and the leader.*

<b>TRAINING &amp; DEVELOPMENT TITLE</b>	<b>EXECUTIVE SUPERVISORY SKILL COURSE</b>
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**PROGRAMME OVERVIEW**

*A supervisor is team leader, coach, overseer, area manager or facilitator in a company or a department of a company they work for. The job of the supervisor is to properly instruct the employee on how to perform their work duties. When employees' productivity is down, the supervisor will be held accountable by their superior.*

**Time Management**

*The supervisor is responsible for assuring that the employees are using their paid work time to do company work. Companies do not like to waste money, and wasting time is wasting money. Therefore, the supervisor must monitor the employee occasionally, and ensure they are using their time effectively. Productivity is what the company pays for, and if an employee is surfing the Internet, or taking personal calls all day, they are not using their work time to be productive.*

**Controlling the Working Environment**

*When problems arise with workers, an effective supervisor will rectify the situation immediately. When co-workers are in an intense environment, they tend not to work well. The supervisor will need to use her skills to come to some type of resolution that will not keep productivity of their department down. If a supervisor does not have the skills to ease tension, this can cause higher management to question their supervising skills.*



### **Delegate Tasks**

*An effective supervisor will delegate jobs and use their authority ethically. Everyone knows that the supervisor in their department is their boss, so the supervisor does not have to broadcast this daily. If an employee slacks on the job, this will be an instance when the supervisor will have to use his authority in a positive way, to get the employee to perform, and to perform well. Also, the supervisor will know which employees can handle what task, and appropriately delegate their tasks if they become overwhelming.*

### **Motivational Skills**

*An effective supervisor has good motivational skills. Employees often need to be motivated to perform well on the job, especially when they are handed a task they believe they will not succeed with. An effective supervisor will boost up their confidence, and tell them they can do the task with no problem. Motivation skills are also necessary for the supervisor in cases when an employee is facing hardships, death, or other personal issues outside of work. The supervisor should motivate the employee to continue to work as they have been working, letting them know that things will get better with time and patience.*