

## THE KEY TO PERSONAL EFFECTIVENESS



Georgette Davey

### MODULE LEADER

**Georgette Davey** is Consultant in Lausanne Hospitality Consulting and has completed missions in Paris, London, Lebanon and Brazil. She has practised her career in Australia, Greece and the United Kingdom in operational roles within both global hospitality companies and SMEs. In education, she was Professor, Human Resource Management, Les Roches Hotel School, Switzerland and has also been involved in the development of degree and diploma programmes in the United Kingdom and China. Georgette gained her qualifications in Hospitality Management from Sheffield Hallam University and a post-graduate diploma in Education from the University of East Anglia. She is currently undertaking research in skills shortages within SMEs.

### RECOMMENDED READING

- Givens, C.J., (1993), *Super Self: Doubling Your Personal Effectiveness*, Diane Pub co, Darby, USA, ISBN 0788158325
- Winstanley, D., (2005), *Personal Effectiveness: a guide to action*, Chapter 4, CIPD, London, ISBN 1843980029
- Mateosian, R., (2002), *Personal Effectiveness*, IEEE Micro, vol. 22, no. 5, pp. 94-96, Sept/Oct, 2002

### PRICE

**CHF1,800 (~€1,100)**

Prices in Euros (€), as at October 2007, are only an indication; payment will be in Swiss Francs (CHF)

### MODULE DESCRIPTION

Our perceptions of the world in the hotel industry and the other people in our lives are affected by our past experiences, our expectation and where we place our attention. Our level of personal effectiveness can be significantly impacted by increased self-understanding and understanding of others, by enhancing our ability to adapt and by improving our ability to connect with others in both our personal life and our work.

The three-day Module will address the key requirements in "Best communication" :

- Recognising and understanding the person you are dealing with
- Adapting your approach to communicating with them
- Lowering "resistance" and starting an efficient negotiation
- Dealing with "The Difficult Person" and start a fruitful collaboration

### LEARNING OBJECTIVES

By the end of the Module, participants will be able to:

#### Knowledge

- Explain the nature of perception and its importance in our relationship with others
- Identify the four basic colour energies and the characteristics associated with each
- Examine the relative strengths and weaknesses of each colour

#### Competencies

- Develop a quick way to recognize the different types of person you are dealing with in the hotel Industry
- Develop efficient strategies to communicate, influence and negotiate
- Elaborate the perception from "Difficult Person" to a "Valued Person" in your relationship with somebody

#### Mindset

- Be ready to see others in a different and more valuable way
- Open for new challenges and objectives

### METHODOLOGY

Interactive discussions and participative exercises

### PARTICIPANTS

- Hospitality executives from supervisors to general managers and above
- Individuals interested in improving their interpersonal skills and understanding and improving their interaction dynamics within others, applicable to both personal and professional life