

# LEADERSHIP FOR MANAGERS



Georgette Davey

## MODULE LEADER

**Georgette Davey** is a 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 post-graduate diploma in Education from the University of East Anglia. She is currently undertaking research in skills shortages within SMEs.

## RECOMMENDED READING

- Clawson, J. G., (2002), *Level Three Leadership, Getting Below the Surface*, 2<sup>nd</sup> Ed., Prentice Hall, London, ISBN 0-13-032943-6
- Sashkin, M. and Sashkin, M. G., (2003), *Leadership That Matters: The Critical Factors for Making A Difference in People's Lives and Organizations' Success*, Berrett-Koehler, San Francisco, ISBN 1-57675-1937
- Woods, R. H. and King, J. Z., (2002) *Leadership and Management in the Hospitality Industry*, 2<sup>nd</sup> Ed., American Hotel and Lodging Association, Michigan, ISBN 0-86612-223-0

## PRICE

**CHF1,800** (~€1,100)

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

## MODULE DESCRIPTION

Great leaders must master three fundamental skills: **inspiring** employees, **building** leaders at every level and **delivering** results. The emphasis of leadership is on interpersonal behaviour with a focus on an active attitude towards goals. Leaders have empathy with other people and create excitement in work situations. Leaders are innovative, inspire trust, keep their eye on the horizon and do the right thing. To maximize people's potential in a rapidly changing global hospitality industry, the need for leaders is more evident than ever before. You need a specific set of skills to work successfully with your employees. Feeling positive about yourself, making effective decisions and solving problems are still a part of your daily life, but added to this, are the challenging leadership skills of communicating, delegating, coaching, motivating, hiring and leading. Participants will create a Personal and Professional Development Plan which will enable them to be more effective leaders within the hospitality environment in which they operate.

## LEARNING OBJECTIVES

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

### Knowledge

- Differentiate amongst leadership models and their appropriateness to the hospitality industry
- Elaborate the attributes of an effective leader
- Examine a range of methods for developing leadership skills

### Competencies

- Practise leadership thinking and behaviour
- Measure the performance of one's Self in relation to leadership qualities
- Create an action plan for personal and professional development

### Mindset

- Practise critical analysis in leadership behaviour
- Evaluate their unique situation and future goals in leadership

## METHODOLOGY

Balance of lectures and discussions with participant presentations, seminars, debates and team games

## PARTICIPANTS

Human resource executives, managers and owners who wish to explore and develop their leadership and motivational capacities to develop quality working relationships with others. Managers aspiring to be leaders of the future.