



Content for **Course Brochure** section of QHA website

HOTEL LEADERSHIP PROGRAM

Enhancing business performance through your people

The QHA is pleased to present the Hotel Leadership Program which has been developed to enhance leadership skills across the hotel industry.

This 1-day workshop focuses on key leadership behaviours that lead to increased performance and effectiveness and in turn more positive business outcomes.

Using an insightful leadership behavior tool (Human Synergistics Lifestyles Inventory), participants gain insight into their own leadership style, identify strengths as well as areas for development.

It is an interactive, engaging and challenging workshop underpinned by proven leadership principles, practices and strategies.

Key leadership questions covered in the program?

- How can I improve my communication skills, specifically in providing team direction and clarity around team goals?
- What are some different approaches to enhance my leadership style that will lead to increased team performance?
- What is a practical way of understanding “why people do what they do” that then enables me to influence / change behavior?
- What’s my leadership style? And what’s the impact of this on others?
- How can I better define, communicate and hold people accountable for their performance.

The underlying approach:

THE SERVICE- PROFIT CHAIN



(Putting the Service-Profit Chain to Work: James L Heskett, Thomas O. Jones, Gary W. Loveman, W.Earl Sasser Jr and Leonard A. Schlesinger)



Who should participate in the Pub Leadership Program?

The Pub Leadership Program is targeted at Venue Managers and Supervisors – those that have day-to-day accountability for leading staff and creating a difference. The outcome of the program is increased skills, knowledge and capability to lead the team to achieve your business goals!

This program was developed by OMC – Facilitation & Training for the QHA based on successful delivery of similar programs for the AHA (VIC) and AHA | SA. Past participants of those programs have included Owner / Operators, Chefs, Duty Managers, Restaurant Managers and Bottle Shop Managers

Expected outcomes:

A summary of the program is that it has been developed to:

- Enhances communication
- Increases awareness of leadership style & impact on effectiveness
- Increase capability to understand & change behaviour
- Enhances ability to effect sustainable change

The expected returns on investment are:

- Increased loyalty & retention of supervisors / managers through demonstrated investment by the organisation
- Reduction in staff turnover through more effective communication & accountability focus
- Increased productivity through better utilisation of team members
- Better customer service through clearer expectations being established

Quantifying results:

It's challenging (& potentially misleading) to suggest a direct causal link / quantitative return on investment for this program.

However, a public example of return on investment in leadership development is Lion Nathan. When investing in leadership & culture from 1998 to 2009 utilising the Human Synergistics suite of tools, Lion Nathan share price went from \$3.58 to over \$10.00. During the same period return on capital employed went from 8% to 13%.



Summary of the leadership diagnostic - Life Styles Inventory™ (LSI)

The Life Styles Inventory™ (LSI) identifies the underlying thoughts and motivations that guide an individual's behaviour. These are often referred to as personal styles, management styles and leadership styles and represent the essence of an individual's effectiveness.

The quality of an individual's thinking and behaviour contributes greatly to that person's work performance.

The Life Styles Inventory™ (LSI) is based around the Human Synergetics Circumplex, describing Constructive, Passive/Defensive and Aggressive/Defensive behaviours - It provides for self-description & then reflection (LSI 1)

Characteristics of the LSI:

- Clearly describes the individual's thinking and behaviours in ways that promote constructive change
- Highlights similarities and differences between self and others views, leading to greater awareness and a focus for improvement
- Meets rigorous academic and psychometric standards

OMC Facilitation & Training:

OMC - Facilitation & Training focuses on the design and facilitation of leadership development programs across a range of people orientated customer service focused industries.

OMC – Facilitation & Training is currently delivering a range of leadership development programs for the AHA (Vic), AHA (SA) and Club Managers Association of Australia.

Program Facilitator: Ian Dawson - Senior Associate

Ian is a facilitator and consultant specialising in leadership development, behavioural change and culture development.

Ian's professional background is organisational change through behavioural change. He has consulted widely in the private sectors in Australia & globally and has held middle and senior management positions in a range of organisations.



For the last 10 years Ian has been facilitating and coaching around the world in the Oil & Gas Industry. He is now leveraging this experience and success and combining it with his extensive career in pub management & operations to enhance leadership capability in the Pub Industry in Queensland.

Ian has excellent industry knowledge, people management skills, facilitation and coaching expertise with all organisational levels. Throughout his career, Ian has focused on enhancing business performance through people.