

**Dale Carnegie**  
**'Leadership Skills for Hospitality Managers'**  
**29 & 30 January 2014, 9.30 am – 5.30 pm**  
**Halifax Hall Hotel, University of Sheffield**  
**£875 including overnight accommodation**

### **Why should you attend?**

Dale Carnegie evolved in 1912 from one man's belief in the power of self-improvement and led to the worldwide success of his performance-based training company. Today it continues developing people by transforming attitudes, behaviour and performance at work.

Managing a team is both rewarding and challenging. This two-day programme focuses on today's issues facing managers in the hospitality sector and provides practical tips and processes for becoming a more effective manager.

### **Who should attend?**

This programme is designed for managers, team leaders and supervisors in the hospitality industry. Dale Carnegie offers a unique methodology, a challenging and inspiring environment, and high level of participation, coaching and support. As a consequence, people learn to break ineffective habits, build confidence and create positive, sustainable results within their team.

### **What are the aims of the training session?**

The programme delivers a comprehensive toolkit that enables leaders to achieve results through others rather than just doing it themselves. To take control of workloads, become more effective at managing rather than doing – ensuring resources and time are used to maximum effect.

### **What will we get out of the day?**

At the end of the training, delegates will be able to:

- Motivate and coach others to create an excellent guest experience
- Create an atmosphere at work where everyone shares the same quality standards
- Build trust, credibility and respect in the team
- Handle mistakes without causing resentment
- Use team problem-solving and decision-making to overcome everyday challenges in running a hospitality department
- Understand the key role of a manager in raising standards of service
- Manage time and plan more effectively
- Learn different approaches for different leadership situations
- Celebrate diversity in the team and be able to focus different personalities on a common goal

## Dale Carnegie clients include:

Starwood Hotels and Resorts, Odeon Cinemas, Bolton Football Club, Manchester Central, Manchester City Football Club, Inventive Leisure (Revolution Bars), Parkfield Inn, Diamond Resorts.

## How do we book on this course?

Online bookings can now be made at the UHS website [www.universityhospitality.co.uk/seminars](http://www.universityhospitality.co.uk/seminars).  
Alternatively, please contact Di Davies at [information@universityhospitality.co.uk](mailto:information@universityhospitality.co.uk) or call 0114 222 8983.

## Trainer



Jayne Leedham is an experienced learning professional who has spent her career in fast paced environments. She has a wealth of strategic and operational experience, working with demanding and diverse teams, including the 4 Star Deluxe Hotel Group – Q Hotels, Jet 2 Airlines and an Automotive Retail Group. Her strong people development and leadership skills enable her to bring out best performance in hospitality professionals through facilitation and coaching. She has facilitated programmes at all levels in the hospitality sector and had great success with coaching Senior Leadership Teams.

## Testimonials

*"I found this programme very useful in that it gave me the tools to be a more effective manager. I took a lot from it. The style of delivery was very entertaining so it was an enjoyable two days too."*

*Rhonda Culliney, Principal-Hayley Hotels Group*

## The Venue

This training event will be held in the Halifax Hall Hotel, Endcliffe Vale Road, Sheffield, S10 3ER and is inclusive of overnight accommodation, with bed and breakfast, lunch each day and evening meal. Further information about Halifax Hall can be found at: <http://www.halifaxhall.co.uk/>

## The Timings

Registration will be from 9.00 am with the seminar commencing promptly at 9.30 am. The training day will conclude at 5.30 pm each day, with some additional evening work.