



SUPERVISORS LEADERSHIP

DESCRIPTION

Middle management plays a pivotal role.

They are responsible for directing employees in key performance areas and their success is required for obtaining important business results.

They are close to the action, with knowledge of operations and processes as well as first-hand relationships with front-line employees and perhaps customers.

They are networked throughout the hotel organization and know the important issues, where problems exist and where opportunities lie. They are ultimately the leaders who will make change happen or throw roadblocks in its way when they are not involved.

Developing middle managers can return the investment many times over in the short and the long run.

THIS PROGRAM WILL HELP PARTICIPANTS TO:

- ✓ Grow and develop their appreciation of their influence and contribution to department results
- ✓ Be equipped with modern knowledge, skills and practices to lead themselves and subordinates
- ✓ Produce practical tools and solutions that can quickly and easily be applied at work

WHO SHOULD ATTEND:

- ✓ Middle Management
- ✓ Departmental Heads
- ✓ Supervisors

Last day of registration: 20th March, 2018

The programme specification has been approved
by the HRDA.

