



501 Series Management Development

SSA501 Understanding your Leadership Styles

Who Should Attend: Any person interested in learning more about their own style and its impact on others? Those passionate individuals who want to become better leaders in order to set the proper goals and follow the correct vision. Learn to create self leaders through focusing on individual skills. Recognize the points of power and discover how to collaborate for successful leadership

As a result of this session, participants will:

- better understand their style and its impact on others
- appreciate the differences in others' styles
- determine their primary leadership style, as well as their style under stress
- develop strategies to utilize their strengths and minimize limitations

Pre-Requisite: self-assessment Class Time: 8-10 hours

Materials: handouts, booklets

SSA502 New Managers Training ©SSA

Who should attend: first-time people managers and managers new to the organization?

The session will enable first-time managers to maximize their productivity and minimize wasted effort and frustration in their first people-management role.

Discover how to match leadership styles to development levels of employees

Through interactive activities and insights, new managers will learn the following:

- transition from an individual contributor to a people manager
- offer leadership to their group with clear expectations
- communicate in ways that will be heard and understood by a variety of audiences
- make decisions in effective and efficient ways
- how to delegate with trust and accountability

Pre-requisite: self-assessment Class Time: 16-20 hours

Materials: handouts, booklet, action plan



SSA503 Managing Managers/Managing Others ©SSA

Who should attend: GMs, F&B managers, Sales and marketing managers, executive chefs, event and venue managers, anyone who trains a team or interacts with line level employees?

Course description: If you are looking for ways to help/ensure others are confident and productive in their roles faster and over a longer period of time, then this workshop is for you. Recognize key performance planning techniques. Discover how to support different development learning styles to become a situational leader. Participants will focus on at least 3 key areas that enable people around them to be more productive and self-sufficient:

Balancing multiple demands from multiple sources

Influencing and persuading others

Delegating wisely

Pre-requisite: self-assessment Class time: 16-20 hours

Materials: handouts, action plan



SSA504 Certified Department Hospitality Trainer ®AH&LEI*

Who should attend: Training managers, anyone who is presently, or has a documented history of, training line level employees in the hospitality industry?

Course Description: In this “train the trainers” session, you will identify the proven methods to follow through after service training implementation. “Re-invent” hospitality protocol and procedures to match the learning style of your employees. Understand how to schedule, reinforce, and measure; group, one on one, on site, and off site training programs. Learn the language of empowerment, and the costs and preparation of training programs. Recognize key points in adult learning, coaching trail performances, and communication elements and myths. Produce successful orientations and winning group training sessions with the proper use of a volume of audio visual aids. Finally hold the designation of Certified Department Hospitality Trainer after successfully completing the course and examination and gain the ability to put the CHDT after your name.

Pre-Requisite: Eligibility requirements & pre-session application acceptance
Class Time: 16-24 hours with final day ½ day review & examination
Materials: Workbooks, handouts and 2 hour 50 multiple choice examination

*** American Hotel & Lodging Association Educational Institute**