

Irish  
Hotels  
Federation

Skillnet,

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## Supervisory Management for New Hotel Supervisors

Date: April – May 2024

Upskill | Manage | Motivate

# The Programme

9th April - 16th May 2024

**Please Note:** 2 x Tuesdays – 9 April and 30 April  
– all remaining dates are Thursdays

*Limited to 15 places*

**For managers & supervisors**

## About The Programme:

- This programme is aimed at those team members who are working towards a Supervisory role or those Supervisors who have been newly appoint.
- It aims to provide a considered and bespoke knowledge and learning framework which will ensure the success of these future managers.
- The solid foundations this course provides will boost confidence and enhance the long-term future of this cohort who are often promoted without any formal enhancement of their skillset.



## About the Trainer:

Karen Healy is a Learning & Development Consultant specialising in the Hospitality Industry. With 25 years' experience in hotel operations, 15 of those in Learning and Development. Karen has an MA (Hons) in Hotel and Catering Management from Dundee University, Scotland and has worked internationally completing her Trainee Management Programme with the Ritz Carlton Hotel Company in the USA.

### Assessment:

Assessment of skills and knowledge will happen throughout the programme in practical ways to enhance and apply learning. All topics assessed will be covered in the programme and additional support to complete, if required, will be offered. Each assessment will be mindful of delegates work schedules and will be tailored for all learning styles.



Topics

## 1. Leadership, Communication and Change Management

Date: Tuesday, 9 April

**Please Note:** This module takes place on a Tuesday

{Full day in person}

Time: 9.30am - 4pm

### Objectives

- Understand various leadership styles and identify their own while considering the pros and cons of each
- Learn the importance of communication and the implications of inconsistent communication
- Manage the change process and maintain momentum

### Learning Outcomes

- Analyse best practice around leading teams and create awareness around delegates own learning style
- Assess what good and bad communication looks and feels like; why is it important?
- Apply practical tips around change processes

### Modules

- What is a good Leader?
- How can you build relationships to enhance your own performance?
- Action Centred Leadership: what is it and how can it help?
- Communication methods and best practice
- Knowing your audience
- Practical tips around the use of the various communication methods
- Change: the good, the bad and the ugly!

## 2. Human Resources

Date: Thursday, 18 April

{Online}

Time: 10am - 1pm

### Objectives

- To learn the key aspects of Human Resources, in order to strengthen actions and processes of tasks pertaining to HR
- To apply the knowledge effectively in the day to day running of the individual departments

### Learning Outcomes

- Apply Human Resources knowledge in a practical manner
- Understanding of the importance of specific elements of employment law

### Modules

- Recruitment
- Learning & Development
- Employee Relations
- Communications
- Compensation & benefits
- Corporate Social Responsibility
- Recording keeping
- Health & Safety

### 3. Time Management

Date: Thursday, 25 April

{Online}

Time: 10am - 1pm

#### Objectives

- Understanding the balance of work and personal life
- Learn the choices on a personal level to enhance both work and personal time

#### Learning Outcomes

- Identify what your time wasters are
- Apply the principals of personal wellbeing, the role of technology, scheduling the elements of life that are important to you and achieving personal growth and satisfaction

#### Modules

- What is important to you?
- Consideration of the various roles you have in life and how you can succeed in each
- Identifying your choices and how you can make decisions to support those choices
- Weekly and daily planning
- Making technology work for you and support future success
- How do you mind yourself?

### 4. Train the Trainer

Date: Tuesday, 30 April

**Please Note:** This module takes place on a Tuesday

{Full day in person}

Time: 9.30am - 4pm

#### Objectives

- Apply a structure to learning interventions which ensures transfer of skills and knowledge
- Enhance customer and team member experiences through consistent learning and development

#### Learning Outcomes

- Appraise the key elements and challenges in team learning and development

#### Modules

- Consideration of learning and development in the Hospitality Sector
- Delivery of a structured training session
- Consideration of challenging participants and how to manage them
- Feedback skills for training settings which is useful across all elements of Supervisory roles
- The use of Standard Operating Procedures

## 5. Stress Management and Emotional Intelligence

Date: Thursday, 9 May

{Online}

Time: 10am - 1pm

### Objectives

- Understanding the impact of stress on performance and personal wellbeing
- Consideration of Emotional Intelligence and the role it plays in managing people

### Learning Outcomes

- Identify stressors
- Apply practical tips for managing stress
- Analyse stress triggers
- Consideration of Emotional Intelligence
- Understanding the importance of Emotional Intelligence when managing teams

### Modules

- What is stress and what can trigger it?
- Practical ways to deal with stress
- How to assist team members who are overwhelmed
- Enhancing self-awareness to be the best Supervisor
- Understanding yourself in different scenarios and how you supervise
- Deep dive into emotions, reactions, behaviours and personality
- Better understanding of self, leading to better understanding of personal development and team interactions

## 6. Coaching Skills and Team Development

Date: Thursday, 16 May

{Full day in person}

Time: 9.30am - 4pm

### Objectives

- Understand the role of coaching in Supervisory and future management roles

### Learning Outcomes

- Assess coaching as a Supervisory and Management style
- Assess when Coaching is appropriate
- Analyse the Coaching structure
- Apply a Coaching model for informal and formal Coaching sessions
- Analyse the skills of a good Coach

### Modules

- What is Coaching?
- How Coaching can be applied daily
- Types of Coaching and their appropriate use
- Application of a Coaching model for structure and road mapping
- Consideration of skills required to be a good Coach

## Duration

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The format is **9.30 – 1.00** and **2.00 – 4.00** (if full day)

## Fee

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The fee is subsidised by the IHF Skillnet

- **Members** €295.00
- **Non Members** €365.00

## Booking

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Places are limited to 15 people

Apply now by emailing Dervla O'Neill at [oneilld@ihf.ie](mailto:oneilld@ihf.ie)  
or call **086 083 6626** for more information



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An Roinn Breisoideachais agus Ardoideachais,  
Taighde, Nuálaíochta agus Eolaíochta  
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