

FUTURE-PROOF YOUR CAREER WITH OTEC'S NEW RESILIENCY TRAINING SERIES



FREE TRAINING FOR QUALIFYING PARTICIPANTS

THROUGH SKILLSADVANCE ONTARIO

VALUE: \$1,500 PER PERSON

THE WORLD IS CHANGING RAPIDLY. OTEC'S NEW RESILIENCY TRAINING SERIES WAS DEVELOPED TO ADDRESS WORKER SKILLS GAPS, AND BUILD A MORE RESILIENT WORKFORCE WITHIN THE UNCERTAIN COVID ENVIRONMENT.

- SUPPORTS WORKER RETENTION
- IMPROVES EMPLOYEE SATISFACTION
- PARTICIPANTS RECEIVE A CERTIFICATE
- INCLUDES 4 WORKSHOPS AND 2 COURSES
- EACH WORKSHOP IS 2-3 HOURS

WHO SHOULD ATTEND

- FRONT-LINE
- MID-LEVEL
- MANAGEMENT
- ALL WORKERS WHO HAVE A DESIRE TO REMAIN IN THE TOURISM AND HOSPITALITY INDUSTRY

PLEASE CONTACT US TODAY

FOR MORE INFORMATION OR TO REGISTER!

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WORKSHOP 1: LEADING FOR EXCELLENCE

Build your credibility as a leader and develop techniques to lead, engage and motivate team members.

WORKSHOP 2: COMMUNICATION FOR EXCELLENCE

Learn how different communication styles influence our behaviour, and how to use emotional intelligence to effectively relate to others.

WORKSHOP 3: CONFLICT MANAGEMENT

Learn how to deal with conflict, avoid and resolve conflict using emotional intelligence, and develop a conflict strategy.

WORKSHOP 4: STRESS MANAGEMENT

The pandemic has created higher levels of stress and anxiety in our daily lives. Learn about stress, its impacts during the pandemic, and positive lifestyle and coping practices.

COURSE #1: SERVICE EXCELLENCE

A dynamic, interactive course to help you create "wow" service experiences. Create a consistent service standard and culture - providing teams with behaviour guidelines, standards, and service processes to build customer loyalty.

COURSE #2: SERVICE EXCELLENCE WITH COVID

New course teaches how to deliver exceptional service within the "now normal". Building on **Service Excellence**, this course will equip you with tools to confidently create memorable service experiences within our new reality.

