

**Leadership and management skills** are considered essential elements of any business' success as they define both strategic and daily choices.

In the context of the hospitality industry, leadership and management skills also play a vital role in achieving a competitive advantage over industry competitors.



*"I now have a better understanding of the principles of team leading and the possibility to apply the theory at work, thus paying attention to some details that I wouldn't have noticed otherwise. This project has allowed me to improve my soft skills in team leading." (Eleonora Biella)*

## Level 2 Lean Organisation Management Techniques

This is a Distance Learning course with an estimated completion time of 90 hours. The aim is to develop your understanding of Lean Organisation techniques in business. You will learn about business improvement tools and techniques and how to work effectively in a business team. You will develop valuable transferable skills which employers can draw on to support the improvement of business performance.

## Level 2 Principles of Team Leading

This is a Distance Learning course with an estimated completion time of 180 hours. This course is designed to provide you with the knowledge and understanding to successfully lead a team. There are 3 mandatory units: Principles of Team Leading, Understand Business and Understand how to communicate work-related information. You have to complete 5 optional units from: Understand how to manage performance and conflict in the workplace, Understand customers, Understand how to deliver customer service and resolve problems, Principles of equality and diversity in the workplace, Understand how to develop working relationships with colleagues, Understand health and safety procedures in the workplace, Understand how to develop and deliver a presentation, Introduction to coaching, Introduction to mentoring and Understand personal development.

*Like you, we are looking to the future*

# LEADERSHIP & MANAGEMENT SHORT CPD COURSES

HOSPITALITY  
PATHWAYS  
For Employees

Our **Leadership and Management** short online CPD courses are automatically marked and automatically certified. Each individual course has an average estimated completion time of between 4 and 8 hours.

Participants choosing the CPD option are invited to choose up to 4 courses from the available CPD bundle options.



## Option 1: Conflict Management

Whether you are an individual looking to move into a team leader or management position or an employer looking for conflict management training courses for their staff, we have got you covered. This conflict management training course provides the knowledge and understanding for how to recognise and manage different types of conflict at work. Also covered is how to positively support individuals through situations of conflict.

## Option 2: Leading and Motivating a Team

The ability to lead and motivate a team are extremely important skills. A good leader inspires and motivates people, encouraging an efficient and effective team. This short course aims to provide the knowledge needed to understand how to lead and motivate a team. Participants will learn methods of effective communication, how to motivate a team or individual and team development.

## Option 3: Organising and Delegating

Business management courses are an effective way for individuals to gain skills that are beneficial for their career and for employers to upskill their staff. Our CPD certified online Organising and Delegating course will give you the knowledge and understanding needed to deal with management responsibilities and improve as a leader. It will teach you how to develop your management skills, how to improve organisational skills and how to improve delegation skills.

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"The courses have helped me a lot. I understand that there are a lot of factors that can affect a team and the organisation.

I'm feeling more confident and I have learned a lot that I didn't know and that will help me in my future for sure." (Maria Tatou)



## Option 4: Performance Management

Performance Management training courses are a perfect way for people to learn the key skills needed to effectively manage performance in the workplace. This course will open a variety of employment opportunities for individuals and provide a way for employers to develop the skills of their staff. Our online CPD certified Performance Management course will build your knowledge of the core skills needed to provide good performance management, carry out performance appraisals and more.

## Option 5: Stress Management

Our CPD certified online Stress Management course is perfect for individuals wanting to upskill for personal or professional reasons or employers looking for stress management training for their staff. It will provide the key knowledge needed and covers subjects including the causes and impact of stress, symptoms, management techniques, how to provide support and reduce stress, and management responsibilities.

## Option 6: Solving Problems and Making Decisions

Whether you are an individual wanting to progress in their career or an employer looking to upskill staff, skills in problem solving and decision making are a key element for any team leader or management role. Our CPD certified online solving problems and decision-making course will provide the key skills, knowledge and understanding needed to carry out effective decision-making processes and choose the best course of action. It covers subjects such as defining, investigating and analysing problems, data and information, evaluating problems and planning techniques.

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# LEADERSHIP & MANAGEMENT LEVEL 3 COURSES

HOSPITALITY  
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## Level 3 Building Stakeholder Relationships Using Effective Communication (unit)

Developing relationships with internal and external stakeholders is an essential management skill. Stakeholders can have a positive or negative impact on the success of an organisation. The aim of this course is to equip managers to identify and understand stakeholders' needs, know the purpose and benefits of building relationships with different stakeholder groups, and the methods of communicating with them to achieve results..



## Level 3 Managing a Team to Achieve Results (unit)

The ability to manage teams which can communicate effectively and overcome barriers to achievement is a critical skill for any manager. High performing cohesive teams are created in an environment where there is a collective understanding of values, goals and objectives. This course has been developed to support managers in understanding the nature of teams in the workplace and how these can be managed to achieve results.

## Level 3 Supporting the Delivery of Customer Service (unit)

Customers are key to the success of any business. It is essential to know how to deliver a great customer experience that meets and exceeds expectations all customers. This is regardless of whether they are a colleague, department within an organisation or a member of the public purchasing a product or using a service. The aim of this course is to equip managers with an understanding of the parameters in which good customer service is delivered. It focuses on the end-to-end customer journey and encourages the manager to reflect on the customer service experience through the customer's eyes.

## Level 3 Supporting Teams & Individuals Through Change (unit)

Change is inevitable if an organisation is to maintain competitiveness and currency of practice. Managers are constantly asked to implement change to respond to commercial pressures, legal organisational requirements, efficiencies or improvements. Success often depends on the support given by managers to staff. The aim of this course is to enable managers to lead people positively through change. This is achieved by implementing plans which identify ways to make change successful and gaining the support and trust of individuals and teams.

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