

From joy to excellent service:
Be a caring leader With Easier Done than Said™ Approach

Introduction

The latest research showed that a happy worker will be more productive and effective in many ways, such as higher level of performance, better leadership, lower rate of absenteeism and lower labor turnover. In order to uplift the service level of Venetian Macao, it is essential to create a joyful workplace with caring leadership which can influence the front line to be more caring towards the guests in hotel.

Objectives

- ✓ To provide simple and effective tools for managers to uplift the positive emotions of their team in a second
- ✓ Create a playful and effective learning atmosphere for the participants to experience the power of joy and care
- ✓ Support the participants to understand and choose more effective mindsets for better performance at work and happier living at personal level
- ✓ Transform the managers to be more caring, loving and skillful in leading the team for better service quality

Outcomes

- 👍 Equipped with more tools for managing front line services team for better service quality and effectiveness at performance
- 👍 Lower labor turnover and absenteeism which help maintain a good service quality
- 👍 Better service quality for higher rate of loyal customers
- 👍 Ultimately, higher sales turnover and more sustainable result

Outlines

- ✧ Understand what is happiness and why it is important to stay positive, optimistic and gratitude
- ✧ How our chemistry impact on our psychological states
- ✧ Enhance personal and team resilience towards negative emotions from customer complaints
- ✧ Learn tools to uplift the mood of own self and the team
- ✧ Share ideas to be a caring and joyful leaders
- ✧ Facilitate the participants to build a harmonic working environment with acceptance and praise
- ✧ Unleashed creativity for more effective problem solving and decision making
- ✧ Practice happiness gym to strengthen the inner joy and positive moods

Methodology

Interactive Exercise	50%
Ideas sharing	15%
Group Discussion	25%
Case Studies	10%

Duration

2 Days

Target Audience

Managers/Leaders

Ideal Group Size

30-50

Language

Cantonese/English/Mandarin

Trainer

Gloria Leung

- BBA (Hons) – majoring in Human Resources Management
- Postgraduate Certificate Psychology (University of Hong Kong)
- Certified NLP Trainer (NLP University)
- Associated Certified Meta Coach (ISNS)
- Accredited Harrison Assessment Interpreter
- Certified Hypnotherapist (ABH & IMDHA)
- NLP Master Practitioner (ABNLP)
- NLP Practitioner (ABNLP)

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