

professional development.

September 2018



= Join the session by livestreaming where it's convenient for you.

Courageous Conversations - Auckland

Angela Besant, Hello Monday

Join us for this two-hour leadership workshop designed to address conflict situations in the workplace, and how to have those courageous conversations.

Topics covered will include:

- What is conflict?
- How can we identify it?
- What tools can we use to manage it effectively?
- Responsibilities of Managers to deal with conflict.
- Different behaviour types and levels of assertiveness
- How to have courageous conversations
- Implications of lack of action.

date Tuesday 4 September
time 10am – 12pm
venue Taste, 45 Normanby Road, Mt Eden
price \$55.20 incl gst – Member rate
 \$86.25 incl gst – General industry rate



FOH Induction workshop - Tauranga

Lisa Marchi, Serious about service

This popular workshop is tailored to hospitality new-comers to help them improve service and gain confidence in the important hospitality basics.

The content covered is also a great refresher for existing junior staff wanting to upskill. This hands-on workshop will cover:

- Carrying three plates
- Clearing a table
- Correct wine pouring
- Customer service
- Upselling and sales techniques
- Dealing with customer complaints
- Creating a memorable customer experience

And many other key skills important to Front of House.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Monday 10 September
time 10am – 12pm
venue Cobb and Co Tauranga
price \$55.20 incl gst – Member rate
 \$86.25 incl gst – General industry rate

Attracting the best Talent - Christchurch

Angela Besant, Hello Monday

As we are fast approaching the busy recruitment season for hospitality businesses, this workshop is designed to help you get the best pick of the talent available.

There are a number of steps in the process of talent attraction which will be covered in the workshop:

- Why do we need to attract talent?
- Costs of mis-hire, what happens if we get it wrong?
- Key aspects of your business that play a major part in attracting talent
- Top tips for networking, recruitment and onboarding

Numbers are strictly limited for this course, so book in early to avoid disappointment.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Monday 10 September
time 10am – 12pm
venue The George, 50 Park Tce, Christchurch
price \$55.20 incl gst – Member rate
 \$86.25 incl gst – General industry rate

Engaging and Retaining your dream team - Wellington

Marg Main, Turning Tables

This leadership workshop will focus on creating 'staff appeal' in your hospitality business, exploring ways to keep your team engaged, having fun, being productive and prepared to stick around!

Topics covered will include:

- Creating a Cool Culture
- Becoming a Successful Coach
- Situational Leadership - understanding where your staff are coming from
- Tips and tricks for staff motivation
- Ideas for incentives to reward your team

Numbers are strictly limited for this course, so book in early to avoid disappointment.

This event has been made possible thanks to the support from the Hospitality Training Trust.

date Tuesday 18 September
time 1pm – 4pm
venue CQ Hotels Wellington
price \$55.20 incl gst – Member rate
 \$86.25 incl gst – General industry rate

Mental Health First Aid - Auckland

St John, with support from the Lewisham Foundation

We have partnered with St John and have been funded by the generosity of the Lewisham Foundation to design a training experience that addresses the mental health and wellness of the hospitality industry.

On completion attendees will:

- be able to identify the early signs of mental distress
- be able to offer vital assistance before more experienced help arrives
- Have an understanding of the relationship between mental health and wellness
- Identify when a person may be experiencing a mental health crisis
- Identify strategies for managing a mental health crisis safely
- Identify agencies who can help and/or know how to get immediate assistance if necessary
- Understand debrief strategies for self-care including reflective practice

date Monday 24 September
time 1-5pm
venue Taste, 45 Normanby Road, Mt Eden
price 93.75 incl gst – Member & Non-member

Attracting the best Talent - Hamilton

Angela Besant, Hello Monday

As we are fast approaching the busy recruitment season for hospitality businesses, this workshop is designed to help you get the best pick of the talent available.

There are a number of steps in the process of talent attraction which will be covered in the workshop:

- Why do we need to attract talent?
- Costs of mis-hire, what happens if we get it wrong?
- Key aspects of your business that play a major part in attracting talent
- Top tips for networking, recruitment and onboarding

Numbers are strictly limited for this course, so book in early to avoid disappointment.

This event has been made possible thanks to the support from the Hospitality Training Trust

date Tuesday 25 September
time 10am – 12pm
venue Smith & McKenzie, 13 Lynden Ct, Chartwell
price \$55.20 incl gst – Member rate
 \$86.25 incl gst – General industry rate