

Learn to speak HOSPITALIAN!

Training Options



Guest Service Excellence

Team Building

Supervisor Skill Development

Seasonal Employee On-Boarding
and Orientation

Trainer Development

Project Management Power

Public Speaking and
Crisis Management

Change Management and
Strategic Planning

Executive Leadership Development

Organization Strategy Planning

Time Management

Sustainable Tourism Practices

Standard Operating
Procedure Generation

Training online,
with your employer, or in
LSC's state-of-the-art
classrooms.

Duration of trainings vary.



The Marketing of Place

Emphasize the character of your establishment and the region where it is located to your competitive advantage. Strategic marketing of place requires a deep understanding of how people make travel decisions. Promote your business as well as the benefits of visiting the region to a select audience so they stay longer, spend more, and keep coming back. This straight-forward series will guide you to incorporate the unique facets of the region into all aspects of your marketing efforts to exceed guest expectation.

Standard Operating Procedure Generation

Standard operating procedures (SOP) used in combination with planned training and regular performance feedback lead to an effective and motivated workforce. Well-written SOP provide direction, improve communication, reduce training time, and improve work consistency. The SOP development process is an excellent way for managers, workers, and technical advisers to cooperate for everyone's benefit. This seminar guides these parties to work together toward common goals. A very positive sense of teamwork with a tangible output of a SOP is the result.



FOR MORE INFORMATION, CONTACT:
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Images Courtesy of Jay Peak Resort and QBurke Resort

Organization Strategy Planning

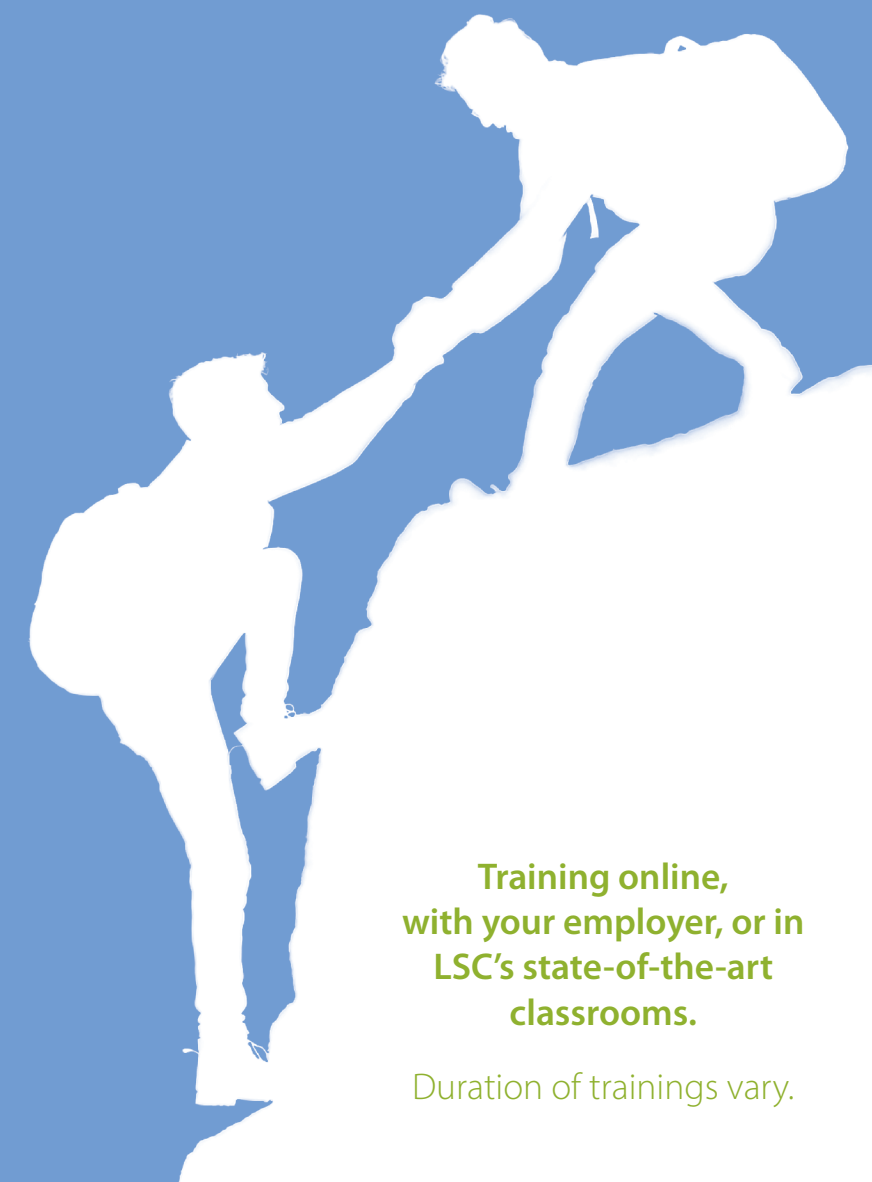
We can lead organizations through processes that clarify their goals and how they can best achieve them. Given the rapidly changing environment that many organizations currently face, we help organizations strategically position themselves for success. Because strategic plans are frequently not implemented, we also work with each client from the first meeting to develop a plan that will be implemented and have a positive impact on the organization.

Time Management Mastery

Our "Time Management Mastery" seminar teaches participants to recognize and minimize time-wasting activities, refocus on important goals, and make decisions that help employees more successfully manage time in order to achieve more effective, efficient results for the company. Discover best management practices for delegating, planning projects, and running effective meetings.

This program is made possible by a generous grant from the Northern Border Regional Commission

LyndonState.edu/Workforce



Certificate Training Options for Better Business Management

Team Building

A hands-on curriculum is used to fully engage participants in shared experiences, exciting learning opportunities, and meaningful activities. These activities require trust, open communication, and commitment to complete. The result is a high-performance team with the skills to engage with one another for the benefit of the business. Many different options are available at your business location or take it up a notch on the Lyndon State College campus with our expertly facilitated Low Ropes Course and High Ropes Course programs, indoor climbing wall, and other unique assets made available for effective staff training.

Seasonal Employee On-Boarding and Orientation

We get it. You're busy. Our core competency is education so let us educate your staff for a successful season. We will work with you to create an on-boarding process to cover your requirements and orient staff to your expectations and policies. Sprinkle in motivational discussion forums with employees and team-building exercises to set the standard for a great season.

Empowering Project Management Skills

Complex assignments require a clear objective, good communication, thoughtful planning, and responsible leadership. This training offers tactics to manage resources and time effectively, keep the budget under control, and provides methods for trouble shooting to solve common problems.

Public Speaking and Presentation

Become more successful in your media message and image through this professional, friendly, positive, individualized, efficient, and reality-based training. Topics covered include look, voice, and body language; how to formulate and communicate a message in any interview setting; understanding print, radio, television, and new media; managing immediate communications issues and preparing for intense media coverage to become more effective in media relations and crafting your messages. This training provides focused, one-to-many, PR-based training in message points and broadcaster rapport, tips on how to stay on message in any confrontational interview setting, and understanding how to best respond to print, radio, television, and new media requests. An additional option includes training in crisis management.

Change Management and Strategic Planning

In today's workforce, organizations need to constantly evolve and adapt to the changing world. Implementing change is often difficult, however, as employees resist change efforts, prevailing culture is challenged and unintended consequences appear. This series works with organizations to minimize the resistance that often accompanies change and solve implementation challenges such as culture change resistance and organizational alignment issues.

Executive Leadership Development

The Center for Rural Entrepreneurship provides leadership development to area business leaders so they can affect change in their organizations and drive key business objectives such as growth, innovation, operational efficiency, and organizational transformation. This new initiative provides an opportunity for business leaders/owners to step back from day-to-day demands and gain real leadership skills that increase morale and get employees inspired and motivated so business can operate at its peak. The Leadership Development Program assists area businesses in building the robust, highly skilled local workforce necessary to be economically competitive in the global marketplace of the 21st century.

See other side for more course descriptions.



Trainings eligible for American Hotel and Lodging Certification option.

Guest Service Excellence

Five-star service begins with your employees and service is more important than ever in a tough, tight, and competitive market. Excellent guest service is not an expense, but an investment. Move beyond the standard guest service training and get recognized for implementing and achieving guest service best practices. Individual, department, or property training options available.

Supervisor Success Skill Development

Most people naturally want to do a good job. Successful managers recognize this fact and seek to channel workers' efforts in ways that will benefit the business. Move valued employees into management positions by teaching them to communicate effectively, motivate employees, resolve workplace conflicts, and gain the respect, trust, and support of staff. Enable your new supervisors to see themselves as leaders by gaining the level of self-awareness needed to be successful. As a result, they will fulfill their responsibilities to senior management as well as the staff they supervise while impacting the bottom line.

Trainer Development

This train-the-trainer program teaches department managers how to prepare and create staff trainings, communicate effectively as an instructor, and provide feedback in on-the-job training situations. The best practices shared in this course prepare managers to understand how adults learn and present information in an actionable and engaging way. Aimed at up-and-coming department trainers, this training gives confidence to managers who have taken on the additional responsibility of training others.

