



Cayo Leadership Seminar



Management and Leadership Seminar for the Tourism and Hospitality Industry.

March 31st - April 2nd

San Ignacio Resort Hotel, Cayo District

Getting Work Done Through Others

Inspiring peak performance through exceptional leadership and management skills training

This course prepares or enhances supervisors abilities to supervise and lead their team. It introduces key management concepts and includes discussions about decision making, time management, leadership styles, personnel evaluations, and counseling guidelines.

This course is a program for the tourism industry that will provide enhancement of leadership excellence to empower managers with the skills to function in both high pressure situations by sharing resources and training.

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Conference Agenda

Introduction

- Orientation and Administration
- Introduction to Management and Supervision

Supervision

- Principles of Organizations and Organizational Structure
- Motivation
- Delegation
- Problem Solving/ Decision Making
- Verbal Communication
- Written Communication
- Group Dynamics
- Managing Conflict
- Performance Evaluations
- Coaching and Counseling
- Progressive Discipline
- Due Process
- Grievance Handling

Management

- Internal and External Influences
- Elements of Management
- Managing Change

Leadership

- Basic Views of Leadership
- Situational Leadership
- Leadership Qualities and Traits

Human Relations

- Managing the Workplace Environment

Safety and Wellness Programs

- Safety Management
- Stress Management and Wellness

Laws, Standards & Liability

- Liability of the Supervisor

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Who Should Attend?

- Hospitality Management Workers
- Tour Guide Operators
- Hotel Managers
- Tourism Directors
- Mid-Level & Upper Level Supervisors
- Those who aspire to be Supervisors

3 Day Leadership Seminar with Lunch and 2 Coffee breaks per day
ONLY \$320.00 BZD

Registration deadline is March 20th.

Discounts will be given for group registrations of 4 or more

For Registration or Information contact

trinity@sanignaciobelize.com or 824-2034

Course will be lead by Philip Queen from California who is the founder and CEO of FMC. Mr. Queen has an extensive background in leadership and management training in addition to Military honors.



- A cancellation fee of \$50.00 will be charged on any cancellations received after registration.
- No refund will be given for any persons registered who do not attend seminar