



Accelerated Leadership Training Series

# Effective Communications

**FREE Leadership Training for Your Team**

**OTEC's Effective Communications course builds critical skills for tourism and hospitality leaders to use in work, learning, and life.**

**Offered through OTEC's new accelerated leadership training series, this course is designed for managers and leaders seeking to improve their managerial skills, enhance their communications skills, and advance their careers.**

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## COURSE DETAILS:

- 45-minute self-directed eLearning
- 90-minute virtual coaching session to help leaders apply these skills at work
- Participants receive a certificate upon completion
- Delivered by certified, experienced trainers
- Aligns with Canada's national Skills for Success (SFS) Model

Take advantage of this FREE training opportunity. Contact us at [SFSTraining@OTEC.org](mailto:SFSTraining@OTEC.org)

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## WHO SHOULD ATTEND:

- Managers, supervisors, team leads, and high-potential employees on an advancement track
- Owner-managers
- Full-time, part-time, and contract employees

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## PARTICIPATING LEADERS WILL LEARN TO:

1. Identify different communication styles and how they drive behaviour.
2. Use effective communication to foster constructive workplace interactions.
3. Recognize key components of emotional intelligence and how it affects your communication style.
4. Defuse emotional conversations and increase positive outcomes with staff and clients.

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## SESSION HIGHLIGHTS:

- **Flexible e-learning format** – do it on your own time, anywhere
- **Master the key skills** you need to communicate effectively
- Practice your skills and **receive feedback** through instructor-led coaching sessions
- **FREE** for tourism and hospitality leaders in Ontario