



Accelerated Leadership Training Series

Thoughtful Leadership

FREE Leadership Training for Your Team

Great service starts with strong leadership. Learn how to lead with confidence and harness the talents of your team to provide exceptional customer service.

Offered through OTEC's new accelerated leadership training series, our **Thoughtful Leadership course introduces managers and leaders to the concept of leadership styles and how to use different styles to build trust and improve team relationships.**

COURSE DETAILS:

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

Take advantage of this FREE training opportunity.
Contact us at SFSTraining@OTEC.org

WHO SHOULD ATTEND:

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

PARTICIPATING LEADERS WILL LEARN TO:

1. Identify the differences between managing and leading
2. Recognize how leadership style impacts employees
3. Understand when to use different leadership styles to improve relationships and build trust
4. Use leadership best practices to empower your team

SESSION HIGHLIGHTS:

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