



OTEC ACCELERATED LEADERSHIP TRAINING SERIES:

Upskilling Tourism & Hospitality Leaders for the Rapidly Evolving Workplace

“The course has helped elevate my approach to challenging conversations.”

Accelerated Leadership Training participant

The future of work is evolving quickly across all sectors, including tourism and hospitality. The rapid adoption of digital technology, advances in artificial intelligence, and the changing customer service environment are accelerating this shift. Employers are increasingly seeking training to build their workers’ social and emotional skills and help them thrive in this changing workplace.

The Government of Canada has identified nine Skills for Success to support employees and ensure they have the tools to thrive. Developed in partnership with the Social Research and Demonstration Corporation (SRDC), OTEC’s Accelerated Leadership Training Series brings the Skills for Success model to life through customized training aligned with the tourism and hospitality sector’s skills development priorities: communication, collaboration, adaptability, creativity and innovation, and problem-solving.

70 +

**employers
nominated
staff for training**

OTEC's best-in-class training series uses a flexible, blended learning curriculum that combines short online modules and virtual group coaching sessions and accommodates the scheduling constraints of tourism and hospitality employees. Participants complete short e-learning modules, accessible on any device, before each coaching session. This format ensures all participants have the fundamental knowledge to benefit from the coaching session. As one participant noted, "The e-learning and coaching complement each other. E-learning gets you in the right mindset to prepare for the coaching session."

Throughout the training, leaders and aspiring leaders develop the skills to foster effective workplace interactions and increase positive outcomes with staff and clients. Interactive coaching sessions, led by master trainers with deep sector experience, equip participants to build high-functioning teams and lead with confidence. Participants benefit from discussing everyday workplace challenges and solutions with their industry peers.

Participants say this training has helped them understand their communication strengths and weaknesses and has elevated their approach to difficult workplace conversations. One participant observed they were "...more comfortable having challenging conversations with my peers or superiors."

"These are skills you will use every day. Anyone starting on a leadership track in their career can benefit from this training."

—
Accelerated Leadership
Training participant

"The small group coaching allowed me to ask very specific questions. I felt like a VIP!"

—
Accelerated Leadership
Training participant

Learn more about the Accelerated Leadership Training Series and other OTEC innovative training solutions at info@otec.org

