



OTEC ACCELERATED RESILIENCY AND RETENTION SERIES

Training Participants' Testimonials:

"The training with David was really interesting for many reasons. First, the interaction between the participants and the sharing of experiences was great. We also made some simulations so we could practice what we learned. The other thing is that David talked about customer service and how to deal with our clients which applies to every field not even the tourism sector.

What I also appreciated was the follow-up. It was individual and personalized, and it made you feel important as a client and student. Thanks again."

- **Training participant in Ottawa**

"I wanted to take a moment to express my sincere gratitude for the exceptional training sessions you've led. On Monday, August 21st, it was "The Essentials of Service Excellence," followed by "Stress Management and Emotional Intelligence" the next day. Your expertise and engaging training style made both days incredibly informative. The training provided me with essential skills, from delivering excellent service to effective stress management. The group activities you incorporated were not only great ideas but also tremendously helpful in fostering a collaborative environment where we could share and learn from our colleagues. Your unwavering commitment to the learning experience was evident, and I am confident that the knowledge gained will benefit me professionally and personally. I sincerely thank you for giving me this invaluable opportunity."

- **Training participant in Ottawa**

"I had the opportunity to attend the Customer Service training program and I really enjoyed my time there! I learned a lot about the fundamentals of customer service and how to handle difficult customers. It was also a great environment to connect with individuals and I made a few friends throughout my time there!"

- **Training participant in Windsor**

"I just want to state that this workshop has helped me in my daily life and work life by showing me how to handle certain situations from a different perspective."

- **Training participant in Windsor**

"What I learned most was how to deal with stress and self-control especially in the workplace and how to handle ourselves under pressure."

- **Training participant in Niagara**

The Accelerated Resiliency and Retention training series has helped me build the skills I need to re-enter the workforce successfully. The topics provided me in-depth understanding of myself, and those I work with in the customer service environment to help build successful relationships and become better employees. I highly recommend this training program."

- **Training participant in Hamilton**

"Continue to do these trainings. They are of great help to immigrants and Canadians in general. More people to help!"

- **Training participant in Toronto**

"It was a very good session and helped me physically and emotionally. I have really got a lot and plan to change in areas where change is needed."

- **Training participant in Toronto**

"Learned a lot about emotional intelligence and thank you for the program"

- **Training participant in Niagara**

"Loved this session as I learned a lot from being here and how to control my emotions, thoughts and mind. I recommend others to take the training you will gain a lot."

- **Training participant in Niagara**

"The program was very helpful, and I got a lot from it. I know how to deal in a professional manner in situations where clients/customers are upset or angry by remaining calm, dealing directly with the issue, not taking it personally and looking at it as an opportunity to improve the company and its policies. I was pleasantly surprised at how much I learned. I have worked in the hospitality sector for over 20 years, and I learned so much from this class!"

- **Training participant in Windsor**

"I highly recommend this course to anyone working in the service industry. David's (Trainer) expertise and engaging teaching style made the training sessions incredibly insightful and enjoyable. The content on service excellence was comprehensive, providing practical tips and techniques that I can directly apply to my job. Learning about emotional intelligence and stress management has not only enhanced my professional skills but also positively impacted my personal life. I believe the knowledge and skills I gained from this training will enhance my performance in the job market. I am now better equipped to provide exceptional service to customers. Thank you for organizing such a valuable and impactful training program."

- **Valeriia Tamlawi, Training Participant in Ottawa**

"Our facilitator was an excellent teacher, and the course was very useful and had valuable training. Every workplace will benefit from this course, and I believe this training will help me a lot in my job market. I really recommend this course to anyone interested!"

- **Training Participant in Ottawa**

"I was not aware of the term 'emotional intelligence' until this course. This helped me identify and relate to the content."

- **Training Participant in Bracebrige**

"I feel this course will improve my qualifications in relating to an employer and new prospects of work"

- **Training Participant in Huntsville**

"I did the Accelerated Resiliency and Retention Training Series and it really changed my life. I am more confident in myself, and being able to interact with customers, and honestly, even in job-searching, it allowed me to believe that I can do it again. The Stress Management and Emotional Intelligence components on top of the Essentials of Service Excellence, were extremely impactful. I highly recommend their training."

- **Training Participant in Hamilton**

"Stress management was helpful, learning about strengths beneficial, presentation was great."

- **Training Participant in Niagara**

"We have enjoyed partnering with OTEC to discuss industry trends, identify training gaps, and aid in the creation of training programs for the hospitality and tourism sector! Members of our team recently participated in the Resiliency & Retention two-day training program offered by OTEC and were able to gain valuable hands-on knowledge to implement into their daily practices as well as share with their colleagues."

- **Michelle Henderson, Human Resources
Niagara Parks Commission**

"A belated thank you for recommending our staff participate in the OTEC Resiliency and Retention Training online course. I was unable to take the training myself, however, would like to provide some feedback from the two staff members who were able to take advantage of this opportunity. We did have a 3rd staff member scheduled but unfortunately, the course was cancelled for the dates she was available. The staff members found it well worthwhile and of great benefit, gaining valuable skills to apply in both their work and personal lives. They enjoyed being able to interact with the trainer and other participants. One staff member reported he learned many helpful tips to stay calm and how to handle oneself professionally. He demonstrated some of these learned skills with our summer staff team. They both felt comfortable voicing their ideas and opinions. Another participant commented "The workshop created great connections between workplace practices and real-life situations. The instructor was super engaging and was a great listener to different opinions." They also enjoyed the breakout rooms where they were able to practice some of the scenarios presented in real life. I certainly would recommend that staff are given this opportunity to participate should it be offered in the future. From a scheduling point of view, if this was to be offered next year, it would be beneficial to know of its availability in late May (if possible) or as early as possible. Many thanks for advising us of this training opportunity. Most appreciated."

Sally Fitzibbon, Visitor Services Coordinator
Tourism Burlington

Training Delivery Partners Testimonials:

"The Accelerated Resiliency and Retention Training Series has offered excellent support to individuals in the Ottawa area. This training has assisted newcomers to Canada in achieving success within the Hospitality and Tourism Industry, providing them with essential skills to navigate the challenges of entering the workforce and managing everyday life. Resiliency pieces like stress management and emotional intelligence especially I've had great feedback from both employers and clients. We work a lot with newcomers to Canada as well. So, I've gotten the feedback that it has helped them, not just with the tourism industry, but them coming to Canada and dealing with the difficulties in a new environment."

- **David Sinclair, YMCA of the National Capital Region**
Ottawa Training Delivery Partner

"Training is excellent, provides insight, and could not come at a better time as so many people are rotating through jobs and having the knowledge that this course supplies, not only from clients

attending but as well, the employers greatly appreciate it. Lessons learned in the training sessions can also go way beyond tourism & hospitality.”

- **Maxine Deleersnyder, UHC-Hub of Opportunities
Windsor Training Delivery Partner**

“ The content was valued and appreciated by participants and our facilitation staff appreciated the Train-the-trainer session and felt that it contributed to their sessions going so well.”

- **Donna Sedore, Employment North
Muskoka-Kawartas Area Training Delivery Partner**