



Nova Scotia Tourism Human Resource Council

Spring 2010

INNOVATIVE WORKSHOPS FOR TOURISM SERVICE PROFESSIONALS

The NSTHRC believes that programs and workshops must be relevant and in line with the needs of Industry. We are delighted to be featuring our new Supervisor and HR Toolkit sessions.

Contact us for customized training to suit your organization's unique training requirements.

Helping you achieve your professional development goals.

To schedule a training session in your region please contact:

*Jane Rozee
(902) 496-7476*

Jane@tourism.ca

Tip Corner



Go Ahead Make Their Day!

Supervisors can make their day or break their day. Other than the decisions individuals make on their own about liking their work, Supervisors are the most powerful factor in employee motivation and morale.





Getting the most from your training dollars.

The underlying message in all of our training programs is professionalism. Each individual is expected to demonstrate professionalism that promotes being a supportive team member.

Supervisors, Shift Leaders and Managers on Duty have a responsibility to lead, coach, motivate and train, on a group or individual basis. These skills do not always come naturally— they are learned. Training will give your leaders the tools to succeed!

SMARTER TRAINING: Teamwork vs. Individual



Teamwork is a joint action by two or more people, in which each person contributes with different skills and expresses his or her individual interests and opinions to the unity and efficiency of the group in order to achieve common goals.

Put the 'Super' in Supervisor !

The New Supervisor workshops have been developed for Shift Leaders or Managers on Duty who may not have full Supervisory duties. This approach to succession planning and Supervisor training is also a future credit towards earning the *emerit* National Certification for Supervisor.

Back by Popular Demand

Supervisor Essentials - Fundamentals of Leadership - 1st in Series

This full day workshop will give supervisors the tools they need to succeed and excel with day-to-day human resource issues. This workshop covers three essential skill sets required of an effective supervisor in the tourism sector - personal and professional skills, communication and leadership.

Cost: TIANS Members: \$125.00 + HST
Includes the National Workbook
Date: Non Members: \$175.00 + HST
Location: please inquire about a session in your region

Human Resource Essentials

The **HR Toolkit—Human Resource Essentials** workshop offers operators and managers of small to medium sized organizations tools and resources to meet their human resource challenges and provides the knowledge of how to apply these skills to the workplace. This one-day workshop covers critical components of human resource planning including:

Recruitment and Selection ≈ *Diversity Training* ≈ *Coaching & Performance Management*

Workshop includes: *emerit* HR Toolkit, DVD of forms and templates to customize for your organization.

Cost: TIANS Members: \$125.00 & HST
Non Members: \$175.00 & HST
Date: please inquire about a session
Location: in your region

Supervisor - Human Resource Management 2nd in Series

The second in the series of Supervisor workshops will build upon your Human Resource Management skills. This workshop will cover the tasks necessary for assessing job requirements and developing recruitment strategies. You will also learn how to plan and improve employee performance as well as prepare and deliver employee reviews.

Cost: TIANS Members: \$125.00 + HST
Includes the National Workbook
Non Members: \$175.00 + HST

Date: please inquire about a session
Location: in your region

New 2010





Tourism 1 to 1

New

Mentorship Program

Mentor

Mentor Greek Mythology
Odysseus's trusted counselor,
in whose guise Athena became
the guardian and teacher of
Telemachus.

A mentor is an individual,
always more experienced, who
helps and guides another
individual's development. This
guidance is not done for
personal gain.

The Nova Scotia Tourism Human Resource Council is pleased to announce the new "Tourism 1 to 1 Mentorship Program" - A program which will match experienced Tourism Industry operators who are willing and able to share their expertise with their Industry colleagues. TIANS members share their expertise in areas such as human resources, investment/financing, operations, occupational health and safety and many other topics.

Please contact the *Nova Scotia Tourism Human Resource Council* for further information. 902-422-5853

Speakers Corner

The Supervisor Essentials workshop was a great learning tool for my new supervisors to gauge their abilities.

This workshop has given our Supervisors the professional development they needed to react to the different scenarios they face on a daily basis.

All of our Supervisors continue to grow, and reference their course workbook often when problem solving, promoting teamwork, communicating effectively and making decisions.

I would recommend the course to anyone in a Supervisory role or with Supervisory responsibilities.

Stephanie Morris

General Manager
Amherst Wandlyn Inn

The Nova Scotia Tourism Human Resource Council (NSTHRC) is a provincial sector council that promotes and enhances professionalism in the Nova Scotia tourism sector. The mission of the Council is to *develop a skilled and professional workforce* for the Nova Scotia Tourism Sector. As a division of the Tourism Industry Association of Nova Scotia (TIANS), the Council is directed by leaders representing sector and regional industry associations, government agencies, educators and industry at large.

We're growing Nova Scotia's most valuable natural resource...our people!

Please contact Jane or any member of our team to discuss your training requirements.

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