



OTEC ACCELERATED LEADERSHIP TRAINING SERIES:

# Equipping Tourism and Hospitality Leaders for Workplace Success



Tourism and hospitality businesses are grappling with recruiting and retaining leaders who have the skills to succeed in our evolving workplaces. The rapid adoption of digital technology, advances in artificial intelligence and the changing customer service environment are accelerating this shift.

Developed in partnership with the Social Research and Demonstration Corporation (SRDC), OTEC's Accelerated Leadership Training Series brings the Government of Canada's 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.

**“Would I recommend this training? I already have!”**

—  
Aoife Noctor, General Manager,  
City Sightseeing Toronto

**“The online tool was easy to navigate. OTEC worked with us to coordinate the coaching sessions in concert with our staff schedules.”**

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Participating Employer

OTEC’s training features a flexible, blended learning curriculum that equips leaders with the foundational knowledge they need to motivate their teams and communicate effectively in the current workplace environment. Each of the four Accelerated Leadership Training courses features a 45-minute e-learning module followed by a 90-minute virtual group coaching session led by an OTEC-certified master trainer. The e-learning modules can be accessed in short segments on mobile devices, so participants can complete the modules during breaks, on public transit, or during lulls in their days. As one learner noted, “The e-learning was easy to use. It was a good mix of content that helped keep me engaged.”

The leadership coaching sessions received top marks from participants and employers. Many leaders participated in mixed cohorts and benefited from the opportunity to learn from industry peers. Some employers, who nominated full teams to attend the training immediately noticed the impact. “We have varied levels of experience on our team, and the problem-solving exercises were really enlightening.”

The feedback from more than 175 course participants has been overwhelmingly positive. They expressed new confidence in having difficult conversations and motivating their teams. Participating employers also recognized the connection between investment in training and employee retention.

Elmhirst’s Resort Human Resources Manager, **Joan Tamaro**, noticed staff immediately began to apply the training at work.

**“After each coaching session, our team continued the conversation and was committed to finding ways to help each other deal with challenges or improve their work. This continued each week between courses. Our team all felt they could use the skills they learned at work. The courses built confidence in the participants and helped them in their roles. It was a win-win all around.”**

—  
**Joan Tamaro**  
Elmhirst’s Resort Human Resources Manager



Learn more about the Accelerated Leadership Training Series and other OTEC innovative training solutions at [info@otec.org](mailto:info@otec.org)

