

M3 NYSH&TA Hospitality Institute

Manage, Mentor Motivate

Management Skills for the Middle Manager
Training Dates: 4 day series (9 a.m. to 4 p.m.)
5/3, 5/10, 5/17 & 5/24

"An excellent course for learning who you are as a leader and how you can always improve."

"This course helped remind me of what I love about working in the hospitality industry!"

"I am so thankful I was chosen to go to this training. Met great hoteliers, very professional instructors, excellent class."

"The course was very informative and helpful."

"I learned so much from my classmates as well. It was great to see that others have the same issues or have solutions..."

Why Attend?

Due to the constant change in the hospitality business environment, Hotel Middle Managers must constantly change to improve results. By attending NYSH&TA's Hospitality Institute Training Series—designed for Mid-Level Hospitality Managers—attendees will gain practical knowledge and “real time” skills to become more effective at implementing strategies, addressing business challenges, and becoming a stronger overall manager.

Who Should Attend?

Managers who wish to enhance their ability to drive results and take their teams to the next level. In an interactive environment, attendees will participate in a thought-provoking case study, as well as individual and group activities. They will learn how to apply management tools, techniques, and strategies to everyday business activities.

Middle Management Training

Day 1 (May 3) This day will include an introduction to the four-day program, learning objectives, and expectations. The Myer-Briggs® Type Indicator results will be discussed. Specifically, participants will examine their preferences and how the parts interact to create the whole personality as it relates to work environment. The key driver, **Communication**, will be the focus of the second half of this day through interaction designed to engage participants.

Day 2 (May 10) This day will focus on the key drivers of **Leadership, Conflict Management** and **Morale in the Workplace**. Effective coaching and mentoring will be learned through an exercise on “the art of questioning.” Further interactivity includes a role swap in which participants will assume the role of a position other than their own, and work through a “real world” scenario typical in the daily operation of a department that may not be so familiar.

Day 3 (May 17) will occur off-site. The group will go to Adirondack Extreme Adventure Course (www.adirondackextreme.com) for a day of varying obstacle course experiences designed for discovery, sensation, adrenaline-rush, and emotion exploration. The mental and physical challenge will serve as the ultimate teambuilding experience.

Day 4 (May 24) This day will begin with a summary of the Adirondack Extreme Adventure Course experience. The key drivers of **Time Management** and **Problem-Solving** will be discussed. Participants will adapt their learning for use in their work environment to include an action plan with scheduled follow up by program trainers.

CURRICULUM DEVELOPED BY MEETING INDUSTRY EXPERTS



Management Trainers

Brian J. Lomnicki, M.S.M.

Brian J. Lomnicki, an industry mentor within the Hospitality and Training field, serves as one of the company's lead trainers and is a co-creator of M3 – Manage, Mentor, Motivate© - a curriculum designed for mid-level hospitality managers. As a 20-year veteran of the industry, Brian has spent his years with several private and multi-billion dollar companies, achieving high guest satisfaction results and increasing training awareness for these organizations, while successfully overseeing positive fiscal results.

Heidi Longton, CMP, CMM

Heidi Longton, CMP, CMM, a pioneer of Meeting Industry Experts, Inc., serves as the company's lead trainer and director of client operations. She is co-creator of M3 – Manage, Mentor, Motivate© - a curriculum designed for mid-level hospitality managers.

Heidi also serves as adjunct faculty for area colleges and universities. As a 30-year veteran of the industry, Heidi spent 16 years in government and association meeting management, where she is best known for creating and defining repeatable processes. Prior to that, she was employed by the supply side of the industry, in a variety of food and beverage positions in resorts, hotels, and banquet operations

