

1-DAY WORKSHOP

SERVICE EXCELLENCE

for Indigenous Tourism in Ontario

This 1-day (6.5 hr) workshop is designed to provide front-line tourism professionals with guidelines, processes, and tools to increase their level of service and become true hosts for their guests.

WHO THIS IS FOR:

These workshops will have a broad appeal, and a similarly broad scope of participants. It has been designed to meet the needs of individuals working in Indigenous tourism businesses in Ontario, which includes a diverse range of positions, experience levels, and ages.

It is expected that most participants will either be relatively new to tourism, and this workshop will provide them with valuable information and tools; or, the participants may have years of experience in tourism, but will benefit from a customer service refresher course such as this.

LEARNING OUTCOMES:

- Recognize the importance of cultural authenticity in tourism.
- Understand the diversity of guests and how to best provide outstanding service.
- Be aware of emotions and how they may influence one's interactions.
- Apply the concept of two-eyed seeing when hosting guests.
- Recognize the importance of touch points and first impressions.
- Learn the service process and how to effectively engage with guests as generous hosts.
- Possess tools and strategies to handle guest challenges and create loyal relationships.
- Have opportunities to practice and directly apply this learning to the specific realities of their own businesses and job positions.

EMAIL iba@indigenoustourismontario.ca to learn more and register today!

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HALF-DAY WORKSHOP

LEADING *for* EXCELLENCE *for Indigenous Tourism in Ontario*



This half-day (4 hr) workshop has been customized to meet the needs of managers and business owners in the Indigenous tourism industry who endeavour to set direction and inspire their teams.

WHO THIS IS FOR:

Managers and owner/operators who are ready to move from managing the business to leading a team.

The emphasis here is on inspiring their staff versus focusing on the products, services, and processes of their business operation. It is expected that most participants will either be relatively new to their management positions, and this workshop will provide them with valuable information and tools to begin transitioning to leading their staff; or the participants may have years of experience in tourism management but wish to add some professional leadership development skills.

LEARNING OUTCOMES:

- Understand the differences between managing and leading
- Be re-introduced to the significance of two-eyed seeing
- Explore core leadership styles and when to best use them
- Use a tool to assess abilities, identify barriers, and create a plan for action
- Learn the importance of empowerment and accountability
- Understand how to share 'big picture' concepts with staff
- Identify roadblocks that may impede leadership goals, and how to resolve them

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HALF-DAY WORKSHOP

COACHING *for* EXCELLENCE *for Indigenous Tourism in Ontario*

This half-day (4 hr) workshop has been customized to meet the needs of managers and business owners in the Indigenous tourism industry who want to continue to foster the professional growth of their staff.

WHO THIS IS FOR:

Managers and owner/operators who are ready to help their staff reach their full potential through well-thought-out coaching and guidance.

It is expected that most participants will either be relatively new to their management positions, and this workshop will provide them with valuable information and tools to begin coaching their staff; or the participants may have years of experience in tourism management but wish to add some professional coaching development skills.

LEARNING OUTCOMES:

- Learn the differences between training and coaching
- Reflect on the training and coaching methods used at their workplace
- Explore how to incorporate Indigenous pedagogies into their coaching practice
- Discuss the most effective ways for staff to learn new skills
- Understand how effective coaching is like a two-way conversation
- Apply 5 Guiding Forces to provide clarity and consistency when coaching their staff

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