

WOMEN IN LEADERSHIP PROGRAM FOR TRAVEL AGENTS

Travel Leadership Program with Overseas Familiarisation Experience to Cambodia



Experience a destination to sell
includes accommodation and touring



Empowering staff to engage,
lead, coach & sell products
with influence .



Leadership Program and Technical
Learning to implement on return.

INCLUSIONS

- 3 nights accommodation twin share at Shinta Mani Shack Resort with all breakfasts and 2 dinners
- A visit by The Hotels Foundation to the village (local project) and a half day tour to the Ankor Temples
- 6 Sessions of Leadership Development with a qualified executive coach and facilitator, with complimentary 1 coaching session via Zoom on return to embed learning.
- All participants manuals, materials and handouts games, exercises, MP3's and relevant resources including Extended DISC Profile for each participant. Extended DISC profiles will be viewed to ensure we meet each participants needs within the program design time and consultation is included.
- Training feedback summaries following each session and debriefing to help guide next steps.
- Additional technical module for Travel Agents on Group Travel.
- Access to facilitator over project period.

Dates: Monday 10th to Thursday 13th of December 2018 inclusive



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DELIVERABLES

- Program Leadership assessment or designed program
- Extended DISC – Profile and unpack in group session
- Formal Evaluation of modules and outcomes
- Accountability through post course implementation
- Pathway for new, current and emerging leaders development
- Identification of individual talents and pathway to building strengths
- Explore a destination with a familiarisation tour to Siem Reap in Cambodia



Did you know that in the travel industry in Australia ?

Women are paid on average 23.3% less than men when doing the same job in travel.

71% of travel industry employees are female.

Only 30% of CEOs and Heads of Business in travel are female.



DEFINING LEADERSHIP QUALITIES

Session Outcomes:

- Understand the foundations of leadership
- Understand the Leadership deficit and how to avoid stress and overwhelm
- Understand your own behavioural style, how it relates to you and know how to recognise behaviours in others and act accordingly
- Extended DISC Behavioural Profiling tool and 'group unpacking'



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MASTERING YOUR “COACH”

Session Outcomes:

- Unveiling Your Coach & practice using the GROW Model in conversations (build stakeholders relationships)
- Recognise the four different delegation styles & situational leadership
- Identify your preferred delegation styles & the delegation planning process



COMMUNICATION & RAPPORT BUILDING

Session Outcomes:

- The 'Magic of Rapport', Recognize behavioural triggers and Understand the three keys to rapport building.
- Advance and deepen rapport using language - easily influencing stakeholders.
- Discover your own preferred communication style & recognise the communication styles of others



MANAGING CONFLICT & PROBLEM SOLVING

Session Outcomes:

- Pre-Conflict Guide – Steps to take when dealing with difficult situations
- Learn to effectively deal with difficult clients and situations
- Measure your own awareness and development needs



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ADDITIONAL TECHNICAL MODULE: How to run successful Group Tours

Session Outcomes:

- Understand the foundations and basic principles to creating a successful group tour.
- Recognise the importance of “Designing, Marketing & Guiding” your tour
- The biggest mistakes travel agents make in running “group tours”

Who is this program for?

Participants who are successful travel agents in positions of middle management to emerging leaders. Middle managers of travel businesses who are managing up and down. Travel agents who would promote the region and have been in their role 3-5 years and have complete skills training.

INVESTMENT:

Sponsored for Travel Agents:

- \$599 AUD per person twin share
- \$499 AUD additional single supplement

Sponsored for Travel Industry:

- \$999 AUD Twin Share
- \$499 AUD additional single supplement

To apply contact:

 EMAIL: sandy@colomboconsulting.com.au

 PHONE: 0412846004

Note: Limited places

Thank you to our sponsors



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ADDITIONAL INFORMATION:



About the location - here is the link to the amazing Shinta Mani Shack Resort

<http://www.shintamani.com/>

Siem Reap, a resort town in northwestern Cambodia, is the gateway to the ruins of Angkor, the seat of the Khmer kingdom from the 9th–15th centuries.

Angkor's vast complex of intricate stone buildings includes preserved Angkor Wat, the main temple, which is pictured on Cambodia's flag. Giant, mysterious faces are carved into the Bayon Temple at Angkor Thom.

Here is a link from Lonely Planet for further information on this amazing destination

<http://www.lonelyplanet.com/cambodia/siem-reap>