



旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA  
Institute for Tourism Studies



# Executive Development Programme Leadership Module: Key to Personal Effectiveness

「領導層單元：提升個人工作效能的要訣」高級管理課程  
2 - 3 July 2013

Put one of the most prestigious hospitality education institutions in your resume!

Institute for Tourism Studies (IFT) and Ecole hôtelière de Lausanne (EHL), the world's first hotel school from Switzerland, are offering an EDP on "Leadership Module: Key to Personal Effectiveness". This window of opportunity will make Switzerland just minutes away.

Facilitator	<b>Mr. Yateendra Sinh</b> CEO of Lausanne Hospitality Consulting SA Ecole hôtelière de Lausanne
Language	English
Venue	Institute for Tourism Studies (IFT), Macao
Programme Fee	Macao ID-holders: <b>MOP5,000</b> Non-Macao ID-holders: <b>MOP6,500</b>
Registration Deadline	<b>31 May 2013 (Friday)</b> (on first-come-first-served basis)
Registration Form & Website	<a href="http://www.ift.edu.mo/EN/Event/Index/76/1344">http://www.ift.edu.mo/EN/Event/Index/76/1344</a>
Enquiry	Tel: (853) 85061 250 Fax: (853) 85061 283 Email: <a href="mailto:edp@ift.edu.mo">edp@ift.edu.mo</a>



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a division of Ecole hôtelière de Lausanne





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## PROGRAMME DESCRIPTION

Our perceptions of the world, our work and the other people in our lives are affected by past experiences, our expectations and where we place our priorities. Our level of performance and overall team working results can be significantly impacted by increased self-understanding and understanding of others, by enhancing our ability to adapt and by improving our ability to connect with others in both our personal and work theatres.

This Module will address the key requirements in “Best Communication”:

- Enhancing your leadership skills
- Recognising and understanding the person you are dealing with
- Adapting your approach to communicate with them
- Lowering “resistance” and starting an efficient negotiation
- Dealing with “The Difficult Person” and start a fruitful collaboration

## METHODOLOGY

Interactive discussions and participative exercises. Opportunities for reflection and expression.

## THE ORGANISERS

Lausanne Hospitality Consulting SA of Ecole Hôtelière de Lausanne  
[www.lhcconsulting.com/](http://www.lhcconsulting.com/)  
[www.lee.ehl.edu](http://www.lee.ehl.edu)

Institute for Tourism Studies, Macao  
[www.ift.edu.mo](http://www.ift.edu.mo)



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## LEARNING OBJECTIVES

By the end of the Module, participants will be able to:

### Knowledge

- Explain the nature of perception and its importance in our relationship with others
- Identify the four basic colour energies and the characteristics associated with each
- Examine the relative strengths and weaknesses of each colour

### Competencies

- Develop a quick way to recognise the different types of person you are dealing with in the hotel industry
- Develop efficient strategies to communicate, influence and negotiate
- Elaborate the perception from “Difficult Person” to a “Valued Person” in your relationship with somebody

### Mindset

- Be ready to see others in a different and more valuable way
- Open for new challenges and objectives

## DISCLAIMER

We reserve the right to postpone or cancel the course. In the case of cancellation, participants will NOT be subject to any charge or compensation.





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## THE FACILITATOR

**Yateendra Sinh** is the CEO of Lausanne Hospitality Consulting SA, the Consulting and Executive Education subsidiary of Ecole hôtelière de Lausanne. With this responsibility, Yateendra is at the forefront of LHCs business strategies and client portfolio management.

Since moving to Switzerland in 2000, he has delivered training and consultancy on strategic, managerial and operational issues, in over 36 countries. Yateendra believes in continuous improvement of service quality and in providing the hospitality industry with radical and innovative solutions.

Prior to joining LHC, Yateendra held various operational responsibilities such as pre-opening and managing of hotels, business clubs, townships and large IT infrastructure networks. Yateendra has expertise in many facets of the hospitality industry: planning, policy-making, industry diagnostics, strategic analysis, new product & concept development, re-engineering, marketing and information technology.

He is a graduate in Economics from the University of Bombay and has a three-year post-graduate Diploma in Hotels & Management.



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