



旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA  
Institute for Tourism Studies



# Executive Development Programme

## People Management

「人才管理」高級管理課程  
22 - 23 August 2017

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

Institute for Tourism Studies (IFT) and Lausanne Hospitality Consulting, an Ecole hôtelière de Lausanne subsidiary (EHL, the world's first hotel school in Switzerland) are offering an EDP on "People Management". This window of opportunity will make Switzerland just minutes away.

<b>Facilitator</b>	<b>Mr. Olivier Verschelde Senior Consultant Lausanne Hospitality Consulting Ecole hôtelière de Lausanne</b>
<b>Language</b>	<b>English</b>
<b>Venue</b>	<b>Institute for Tourism Studies (IFT), Macao</b>
<b>Programme Fee</b>	<b>Macao ID-holders: MOP5,000 Non-Macao ID-holders: MOP6,500</b>
<b>Registration Deadline</b>	<b>30 June 2017 (on first-come-first-served basis)</b>
<b>Registration Form &amp; Website</b>	<b><a href="http://www.ift.edu.mo/EN/ExecutiveProgrammes/Home/Index/284">http://www.ift.edu.mo/EN/ExecutiveProgrammes/Home/Index/284</a></b>
<b>Enquiry</b>	<b>Tel: (853) 8598 1281 Fax: (853) 8598 1283 Email: <a href="mailto:edp@ift.edu.mo">edp@ift.edu.mo</a></b>



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## PROGRAMME DESCRIPTION

**What drives the competitive advantage of any business, in particular in the service industry? You may know it, but you still need to acknowledge it through compelling evidence: People. It is people who are at the core of the service-profit value chain. In the context of a war for talent, people management is a critical key to a company's profit. The aim of this module is therefore to equip you, managers, with accurate approaches, methods and tools to manage individual and organizational performance, as well as your own personal performance, from a sustainable and responsible perspective, considering a company's environment, strategy, structure and culture.**

## METHODOLOGY

**A combination of lectures, case studies, benchmarks, online and paper-and-pencil surveys, tests and practical exercises.**

## PARTICIPANTS

**Managers and executives aiming to build upon their experience and to make their employability progress towards new paths, within the hospitality industry and above and beyond.**

**Human resources staff and managers interested in developing their expertise in talent management and leadership.**



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## LEARNING OBJECTIVES

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

### *Knowledge*

- Identify the key factors of success and the critical obstacles to effective people management.
- Analyse one's own personal areas of improvement regarding people management and leadership skills.

### *Competencies*

- Evaluate the impact of people management and of managers on the corporate shared value of a company and its performance.
- Implement methods aimed at human capital acquisition and selection, work contexts management, performance appraisal supervision, training and development organization and rewarding strategies improvement.
- Adapt one's people management approaches, styles and tools to current work situations and future career prospects.

### *Mindset*

- Evaluate the impact of personal ethics, organizational justice and corporate social responsibility on people behaviour and company performance

## 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

Prior to joining Lausanne Hospitality Consulting Olivier has been involved in managing a new boutique hotel & spa project near Paris as well as taking the lead in the setup of several food and beverage outlets from conceptualization to startup.



One of these being a gastronomic restaurant which received its first Michelin guide star five months after its initial opening.

Olivier graduated from the Ecole Hôtelière Lausanne in 2003 and has been building up his knowledge of operations in hospitality industry ever since. He confirmed his expertise in managing projects by obtaining a Project Management Professional (PMP) certification in 2012. He has worked several years on high profile projects within Switzerland and has consequently a good understanding of both the local and national market.

He is a native Dutch speaker and also speaks in English, French, German as well as Spanish. He's always on the lookout to apply the latest in technological advancement within the industry to current projects.

## THE ORGANISERS

Lausanne Hospitality Consulting,  
Ecole hôtelière de Lausanne  
[www.lhconsulting.com/](http://www.lhconsulting.com/)  
[www.lee.ehl.edu](http://www.lee.ehl.edu)

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