



The Hotel School  
Cornell  
SC Johnson College of Business



旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA  
Institute for Tourism Studies

# EXECUTIVE DEVELOPMENT PROGRAMME

## Leadership and Motivation

### 「領導與激勵」 高級管理課程

3 – 4 July 2018

Course Leader

**Dr. Michael Oshins**  
Executive Education Faculty  
The Hotel School, Cornell University

Institute for Tourism Studies, Macao SAR, China

## Leadership and Motivation

「領導與激勵」高級管理課程

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### Course Description:

Given the increasing challenges faced by organizations today, it is critical to identify and develop leaders who can effectively leverage talent and organizational resources that are necessary for achieving long-term success. Unfortunately, many leaders do not possess the abilities and skills that are required to address the complexities and challenges that play out every day in organizational settings. While setting clear goals and facilitating cooperative behaviors are important, the processes by which leaders create a positive impact require a sophisticated understanding of people and work systems.

### Key Benefits:

The primary purpose of this course is to address the real-world complexities faced by front-line leaders and their teams. Participants will gain insights about their personal leadership style and have opportunities to develop skills that promote effective teamwork that has a lasting effect. A variety of action-learning methods will be utilized throughout this program, including assessments, large and small group discussions, and experiential exercises, to enhance personal, team, and organizational effectiveness.

### Topics include:

- Personal leadership style
  - Effective means for enhancing team performance
  - Obstacles to team performance and methods for overcoming them
  - Skills for optimizing team creativity and innovation
  - Opportunities for facilitating a positive and supportive team culture
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<b>Language:</b>	English
<b>Venue:</b>	Institute for Tourism Studies, Colina de Mong-Ha, Macao, China
<b>Programme fee:</b>	Macao ID-holders: MOP8,650 Non-Macao ID-holders: MOP14,840
<b>Registration Deadline:</b>	18 May 2018 (on first-come-first-served basis)

### Registration Form & Website

<http://www.ift.edu.mo/EN/ExecutiveProgrammes/Home/Index/284>

### For further information or enquiry

Tel: (853) 8598 1281 / 8598 1344

Fax: (853) 8598 1283

Email: [edp@ift.edu.mo](mailto:edp@ift.edu.mo)



### 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.

### About the Organisers:



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[www.sha.cornell.edu](http://www.sha.cornell.edu)



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# Michael Oshins, Ed.D.

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Michael Oshins is a member of the executive education faculty at Cornell University School of Hotel Management. He has been a faculty member of Boston University School of Hospitality Administration for over two decades. He was the first member to earn the title of Associate Professor of the Practice at the school.

Mike has taught a dozen courses for the Hotel School, including Leadership & Motivation, Marketing, Service Quality & Human Resource Management and Leveraging and Technology in Hospitality & Tourism. He currently teaches all incoming freshmen an overview of the industry with a focus on customer service and the senior capstone course in Hospitality Leadership.

Mike holds a doctorate in Human Resource Education from Boston University, a masters in professional studies in Hotel Administration from Cornell University, and a bachelor of arts in Literature and Rhetoric from Binghamton University of New York.

Mike has been published or cited for his industry expertise in numerous media outlets, including *The Cornell Hotel & Restaurant Quarterly*, *New England Hotel Magazine*, *New York Times*, *Los Angeles Times*, *Boston Globe* and *CBS*.

He was an associate for The Spire Group/The TQM Group, a Boston-based consulting firm specializing in total quality management for service organizations. Mike was also an associate with Heath & Company of Atlanta, GA, a hotel consulting company focused on labor management, operational efficiency and quality; his clients included Holiday Inn, Sheraton, Westin, and independent hotels. In 2015 Mike had the honor of representing the Cornell School of Hotel Administration for an executive education session on strategic leadership for AMLAK Corporation and the Qatar National Convention Center management team in Doha, Qatar.

Prior to his career in academia, Mike was Vice President of Integer Dynamics, focused in operational and technology-based productivity and quality consulting services for luxury hotel companies. Mike's operational experience includes hotel, restaurant, quick-service, and country club segments, highlighted by work at the iconic Waldorf-Astoria in New York.

As a Faculty Instructor at Harvard University School of Continuing Education for 14 years, Mike's Hotel & Restaurant Management graduate course earned the top 10% of course evaluations every year. As an adjunct faculty member at Brandeis Graduate School of Economics and Finance, he taught a Service Management course for six years, consistently earning among the highest course evaluations. He was also nominated multiple times for the university-wide Metcalf Award for Teaching Excellence at Boston University.

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