



ONLINE



STADA Professional Certificate in Impactful Leadership (Driving High-Performing and Resilient Organizations)



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1. ABOUT THE PROGRAM



Featured Program

This program is Hospitality-focused centered on the scenarios facing hospitality leaders today so that learners can see themselves in the depictions in the course. A hotel management & hospitality leader's ability to guide their organization strategically, while maintaining their credibility and fostering a collaborative environment, is a difficult balancing act yet one that must be accomplished. **Impactful Leadership** is the most critical factor for organizational success in the 21st century, and the old pyramid structure won't suffice. Transform knowledge into impact and drive innovation in your organization with STADA-DOLPHINE, our flagship online **Impactful Leadership** program.



Overview

While hospitality and travel have been hit the hardest by Covid-19, there's an underlying feeling of hope that the hospitality industries will recover. This is a time for re-invention, brand distinction and exceptional customer service. But re-winning the trust of employees and customers is never easy. So what do hospitality leaders of the future need to do to make sustainable change?

The demands on today's effective leadership have accelerated. This means that present and future leaders must display agility & readiness, shape opinion, and mobilize teams to deliver to new standards and higher expectations. This featured program provides the necessary tools to develop leadership presence into meaningful influence. It is a tool to craft an impactful presence through the strategic application of persuasive techniques, including personal growth, building a strong teamwork, and effectively communicating your vision.

2. PROGRAM HIGHLIGHTS



Format	Commitment	Course Load
<p>Fully Live Online Masterclass with three to six hours of online learning commitment per week.</p>	<p>Two to three months – The hands-on curriculum covers the entire spectrum of skills and several tools needs to become effective managers and leaders.</p>	<p>The eight Masterclass Modules were carefully designed assignments and activities that give you the best first-hand experience of the impact of the concepts taught.</p>



At the conclusion of this program, the Masterclass Module 8, a capstone project will allow you to create an action plan for managing yourself and leading others to improved performance and are more effective at communicating direction and inspiration that aligns people and objectives.

3. PROGRAM DETAILS



Key Benefits

- Gain the skills, confidence, and connections you need to succeed personally and professionally.
- Explain the expectations for leadership in the Hotel Management and Hospitality industry.
- Achieve better results through more effective use of influence, negotiations, and communications.
- Apply techniques on how to lead in dynamic and uncertain competitive environments.
- Manage cross-functional teams to succeed on a global scale.
- Position yourself as a strong leader by gaining industry-valued skills.

Apply By: June 30, 2022 --- Start Date: July 2022

Who Should Attend?

- Mid- to senior-level professionals who are committed to implementing creative strategies and practices to position their organizations at the forefront of innovation.
- Engaged leaders who are committed to developing their management skills and approaches to optimize team performance.
- Enterprising professionals who wish to collaborate with other self-motivated individuals and value an exchange of diverse perspectives, to drive change.
- Newly promoted leaders who are committed to accelerate their leadership skills to impact organizational success.

3. PROGRAM DETAILS



Certificate of Achievements

Learners who attend & complete assignments on all eight Masterclass Modules will earn a STADA Professional Certificate in Impactful Leadership (Driving High-Performing and Resilient Organizations) Certificate from the Singapore Training & Development Association (STADA).

Founded in 1972, The Singapore Training & Development Association (STADA) is the pioneering and longest-serving association of training professionals who are passionate to learn and grow together.

Link: <https://www.stada.org.sg>



Email your enquiries directly to: dolphine.hee@gmail.com

Program Fee / Schedule

US\$ 2,200 per pax including 30 Hours of Personal Executive Coaching for 3 months period upon completion of the 8 Masterclass Module.

- Special group enrollment pricing available.
- Group size of more than 10 pax will have 10 percent discount per pax.
- Special group enrollment schedule available.

4. PROGRAM CURRICULUM: OVERVIEW

The 8 MasterClass Modules (MM)



MM1 6Hrs



MM2 6Hrs



MM3 6Hrs



MM4 6Hrs

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MM5 6Hrs



MM8 6Hrs



MM7 6Hrs



MM6 6Hrs

5. PROGRAM MASTERCLASS MODULES (MM)

MM 1: The Leaders in You (6 Hrs)

Great leaders rise to their positions relying on a specific set of values and traits. This MM 1 deep dive into the various dimensions of personality and use scientifically validated frameworks to get a detailed understanding of your personality. In this MM 1, you will learn how others see you and how personality influences your decision-making.

MM 2: Leadership Fundamentals (6 Hrs)

One of the most important elements of effective leadership is creating an open line of communication with your team members. The focus of this MM 2 is to introduce learners to the key characteristics that will help future leaders to become great leaders too. It will help learners evaluate themselves against these attributes and establish their target areas of improvement with an action plan.

MM 3: Coaching for Performance Excellence (6 Hrs)

In this MM 3, learn how to address performance challenges within your team, provide feedback, and align objectives. This MM 3 guides how to set performance goals, monitor and measure progress towards those goals, and give feedback to employees.

5. PROGRAM MASTERCLASS MODULES (MM)

MM 4: T.E.A.M.S. Critical Success Factors (6 Hrs)

If you want to build a team that will last, you have to build a team in which each person works from their strengths. This unique MM 4 on T.E.A.M.S., you would gain the ability to quickly identify and resolve sources of conflict and also learn how to motivate your team and foster loyalty. You would learn to influence people you work for and work with.

MM 5: Leading Organizational Change (6 Hrs)

Leading organizational change enable organizations to control the installation of new processes to improve the realization of business benefits. The MM 5 involve devising change initiatives, generating organizational buy-in, implementing the initiatives as seamlessly as possible and generating a repeatable model for ensuring continued success in future change efforts. A MM 5: Leading Organizational Change allows leaders to help people succeed, showing where and when trouble is likely to occur, and laying out a strategy for mitigating risks and monitoring progress.

MM 6: Sustainability Leaders (6 Hrs)

We believe that improving environmental and social sustainability cannot be isolated to one part of a business. To make progress, it must be embedded across the entire organization. The MM 6: Sustainability Leaders provides you with a practical understanding of Sustainable Leadership. We show you how to assess leadership in a wide range of organizations. Upon completion of this MM 6 you will be able to diagnose and improve basic leadership issues within your own team.

5. PROGRAM MASTERCLASS MODULES (MM)

MM 7: Leading Innovation and Creative Ideas (6 Hrs)

Coupled with curiosity, future hospitality leaders must also be passionate about innovation and they must not be afraid of failure. They must possess a willingness to learn from others and try new things. The MM 7 will explore how innovative leaders may have battled to get past the 'this is the way we've always done it' mentality. But this stumbling block has come crashing down thanks to the global pandemic. The future is wide open for innovation and technology in the hospitality industry, and if leaders can complement it with empathy and a human touch, they'll be delivering a customer experience that's hard to beat.

MM 8: Capstone Project (6 Hrs)

Here, learners are able to look at real world examples and situations, exchange their points of view based on experiences and discuss potential solutions to problems.

Capstone Project requires execution of a project in which the final product is a potential deliverable for a workplace audience accompanied by a rationale report. Ultimately, a capstone project represents new work and ideas, and gives you the opportunity to demonstrate the knowledge and skills you have gained during your learning journey.

6. PRINCIPAL CONSULTANT



TOMMY TAN the founder of DOLPHINE Performance Consulting since 2004, has more than 18 years of extensive regional experience covering Hospitality and Service industries in developing and managing leadership strategy and programs for sustainable performance improvements. Highly successful, entrepreneurial and innovative approach to major HR interventions & Business activities.

Tommy specializes in designed & redesigned jobs and workplace learning, selection systems, talent development processes for leaders and individual contributors, and performance management practices for talent development and organizational effectiveness. He has designed and conducted thorough investigation and analysis of activities to determine critical factors that determine success in jobs from the executive level through individual contributor that involved interviews and focus group sessions.

Tommy adopts a practical approach to learning and his coaching style of delivery facilitates the application of concepts and techniques at the workplace, and are geared towards the development of learners to achieve outstanding results. On the more technical side, he develops project, process management and service leadership skills together with training, instructional and facilitation skills. He has designed and facilitated more than 200 plus events in Asia with up to 800 learners per event covering service management, service leadership, cross-functional and project teams with multinational groups within the hospitality, service and manufacturing industries.

MSc HRM (Dublin) Ireland, BBus HRM (La Trobe) Australia, GDip HRM (SHRI) Spore, Dip.Adm.Mgmt. (UK), Dip. Public Relations (UK), ACTA (Spore), AInstAM (UK), AMA (Prof.) USA, LLCC (UK), Certified Quality Manager (CQM) Spore), Certified Facilitator (DDI, Spore), Certified Management Consultant (Spore), Certified On-The-Job Training Consultant, Action Learning Coach (WIAL), Association for Talent Development (ATD) Facilitating Virtual Training Certificate, Design Virtual Training (Boston, USA) authorized by IACET: International Association for Continuing Education and Training. Micro-learning Online Certification (ATD, USA), SUE Masterclass Behavioral Design, Amsterdam BD Academy. The Emotional Cultural Deck Practitioner (ECD).

7. SCHEDULE OPTIONS

Choice A: Once per Week for Duration of 2 Months

Month	July 2022				August 2022			
Session	1	2	3	4	5	6	7	8
Week	1	2	3	4	5	6	7	8
Duration	6 Hrs	6 Hrs	6 Hrs	6 Hrs	6 Hrs	6 Hrs	6 Hrs	6 Hrs
Modules	1	2	3	4	5	6	7	8

Choice B: Twice per Week for Duration of 2 Months

Month	July 2022								August 2022							
Session	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Week	1		2		3		4		5		6		7		8	
Duration (Hours)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Modules	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8

Note: Special group enrollment schedule available
(Flexible on dates and time)

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