

## **Training & Development - Supporting your existing team**

*“Give them somewhere to go, and a way to get there...”*



Learning and development offerings within any hospitality or tourism organisation can be one of the key differentiators for potential new team members and enhance the employment experience of the current team.

An organisation's ability to define their own goals and match those with their team, can reduce turnover, recruitment costs, sick days and a whole other host of internal challenges. Providing a career development plan where your team members see themselves on a journey, can enhance their performance and that of the organisation, not to mention the marked improvement in customer service.

It takes time and effort, but the rewards are endless.



## Career Development Plan

Name & Date:		
Current Role & Responsibilities/ How would you best describe your current situation?		
Current Role	Main Responsibilities	Professional Development Activities
	1.	1.
	2.	2.
	3.	3.

Career Goals/ What are your career aspirations?	
In 12 months	In 5 years



Skills Gaps/ What skills do you require to achieve your career goals?			
Skill 1	Skill 2	Skill 3	Skill 4

Actions/ What actions are you going to take to address your skills gaps?			
Action 1	Action 2	Action 3	Action 4

## Possible Learning and Development Interventions

### Learning and Development Solutions

Cross Exposure

Development Courses  
e.g., Train the Trainer/  
Supervisory Training  
etc.

External Training i.e.,  
coffee training/wine  
training etc

Visiting  
competitors/suppliers

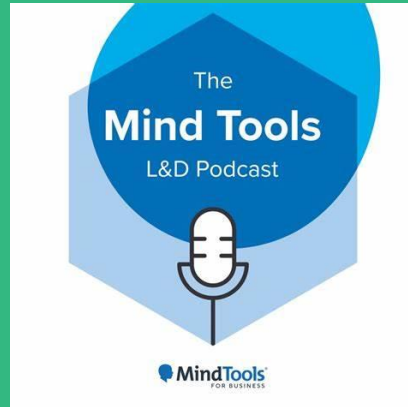
Executive Summaries

Blogs to follow and  
present back on

Magazines to read

Special projects

## Podcast Suggestion



## TedTalk Suggestions



### **The Best Career Path is not always in a straight line**

Sarah Ellis and Helen Tupper: The best career path isn't always a straight line | TED Talk



### **Bring on the Learning Evolution!**

Sir Ken Robinson: Bring on the learning revolution! | TED Tal

## Contributor contact information



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