Training course on Organizational Development in Hospitality

Professional Development Training Course Outline

Category	Tourism and hospitality	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In the rapidly evolving, talent-driven, and highly competitive global hospitality industry, Organizational Development (OD) is a strategic, systematic approach crucial for fostering adaptability, enhancing effectiveness, and ensuring sustained growth. Beyond day-to-day HR functions, OD focuses on improving organizational health by aligning strategy, structure, people, and processes to achieve long-term goals and respond effectively to internal and external challenges. It's about building a resilient culture, optimizing team performance, facilitating change, and continuously enhancing the capabilities of the entire organization to deliver exceptional guest experiences and maintain a competitive edge. For HR leaders, general managers, operations executives, and change agents in hospitality, mastering this discipline is paramount for navigating mergers, implementing new technologies, improving service delivery, and fostering a positive, productive work environment. Failure to invest in strategic OD can lead to resistance to change, internal inefficiencies, low employee morale, and a struggle to adapt to evolving market demands and competitive pressures. Training Course on Organizational Development in Hospitality is meticulously designed to equip aspiring and current Human Resources professionals, general managers, operations leaders, OD specialists, and change agents in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in Organizational Development in Hospitality. We will delve into sophisticated methodologies for organizational assessment and diagnosis, master the intricacies of designing and implementing strategic change initiatives, and explore cutting-edge approaches to culture transformation, leadership development, and team effectiveness. A significant focus will be placed on understanding the unique cultural dynamics of hospitality, leveraging data for OD interventions, managing resistance to change, and fostering a culture of continuous improvement. Furthermore, the course will cover essential aspects of organizational design, talent management's role in OD, and adapting to emerging OD trends. By integrating industry best practices, analyzing real-world OD challenges and success stories in hospitality, and engaging in hands-on organizational assessment and intervention design exercises, attendees will develop the strategic acumen to confidently lead transformative change, foster unparalleled organizational agility and resilience, and secure their position as indispensable assets in the forefront of hospitality excellence and sustainable growth.

Programme Curriculum

Training Course on Organizational Development in Hospitality

Introduction

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Training Course on Organizational Development in Hospitality is meticulously designed to equip aspiring and current Human Resources professionals, general managers, operations leaders, OD specialists, and change agents in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in **Organizational Development in Hospitality**. We will delve into sophisticated methodologies for **organizational assessment and diagnosis**, master the intricacies of **designing and implementing strategic change initiatives**, and explore cutting-edge approaches to **culture transformation, leadership development, and team effectiveness**. A significant focus will be placed on understanding the unique cultural dynamics of hospitality, leveraging data for OD interventions, managing resistance to change, and fostering a culture of continuous improvement. Furthermore, the course will cover essential aspects of organizational design, talent management's role in OD, and adapting to emerging OD trends. By integrating industry best practices, analyzing real-world OD challenges and success stories in hospitality, and engaging in hands-on organizational assessment and intervention design exercises, attendees will develop the strategic acumen to confidently lead transformative change, foster unparalleled **organizational agility and resilience**, and secure their position as indispensable assets in the forefront of **hospitality excellence and sustainable growth**.

Course Objectives

Upon completion of this course, participants will be able to:

1. Analyze the fundamental principles and strategic importance of **Organizational Development (OD) in Hospitality**.
2. Master methodologies for conducting comprehensive **organizational assessments and diagnoses**.
3. Develop expertise in **designing and implementing strategic change management initiatives** in hospitality.
4. Formulate effective strategies for **shaping and transforming organizational culture**.
5. Understand and apply various **OD interventions** to improve team effectiveness and cross-functional collaboration.
6. Leverage **leadership development and succession planning** as key OD levers.
7. Comprehend **organizational design principles** and their impact on efficiency and adaptability.
8. Apply **data analytics and metrics** to measure the effectiveness of OD interventions.

9. Develop strategies for **managing resistance to change and fostering employee buy-in**.
10. Explore the integration of **talent management and HR strategies** within the OD framework.
11. Anticipate and adapt to **emerging trends and disruptions** impacting organizational development in hospitality.
12. Design a comprehensive **Organizational Development Plan** for a hospitality business challenge.
13. Position themselves as strategic change leaders capable of driving **organizational effectiveness and resilience** in hospitality.

Target Audience

This course is designed for professionals and aspiring individuals involved in improving organizational effectiveness in hospitality:

1. **Human Resources Managers/Directors:** Leading OD and change initiatives.
2. **General Managers/Operations Leaders:** Driving organizational performance and culture.
3. **OD Specialists/Consultants:** Specializing in the hospitality sector.
4. **Change Management Leaders:** Facilitating transformations within hospitality organizations.
5. **Departmental Heads:** Seeking to improve their team's effectiveness and adapt to change.
6. **Senior Learning and Development Professionals:** Integrating L&D with broader OD goals.
7. **HR Business Partners:** Supporting organizational effectiveness across departments.
8. **Hospitality & Tourism Students:** Focused on organizational behavior and strategy.

Course Duration: 10 Days

Course Modules

Module 1: Introduction to Organizational Development in Hospitality

- Defining Organizational Development (OD): Purpose, Values, and Goals.
- The Strategic Role of OD in a Dynamic Hospitality Environment.
- Understanding the Unique Cultural and Operational Aspects of Hospitality Organizations.
- The OD Process: Diagnosis, Intervention, Evaluation.
- Case Studies of OD Success in Leading Hospitality Brands.

Module 2: Organizational Assessment and Diagnosis

- Methodologies for Diagnosing Organizational Effectiveness (e.g., Surveys, Interviews, Focus Groups).
- Analyzing Organizational Culture, Structure, and Processes.
- Identifying Performance Gaps and Root Causes of Issues.
- Utilizing Frameworks: McKinsey 7S Model, Burke-Litwin Model.
- Data Collection and Analysis for OD Diagnosis.

Module 3: Change Management in Hospitality

- Understanding the Dynamics of Organizational Change.
- Models of Change Management (e.g., Lewin's Change Model, Kotter's 8-Step Process).
- Strategies for Leading and Communicating Change Effectively.
- Overcoming Resistance to Change in Hospitality Settings.
- Building a Culture of Adaptability and Agility.

Module 4: Culture Transformation and Development

- Defining Organizational Culture and Its Impact on Service Delivery.

- Assessing Current Organizational Culture.
- Strategies for Shaping and Nurturing Desired Cultural Attributes.
- Aligning Culture with Strategic Goals and Brand Values.
- Engaging Employees in Culture Change Initiatives.

Module 5: Leadership Development as an OD Intervention

- The Critical Role of Leadership in Driving Organizational Effectiveness.
- Designing Leadership Development Programs for all Levels of Management.
- Coaching and Mentoring for Strategic Leadership.
- Building High-Performing Leadership Teams.
- Connecting Leadership Behaviors to Organizational Outcomes.

Module 6: Team Effectiveness and Cross-Functional Collaboration

- Principles of High-Performing Teams in Hospitality.
- Diagnosing Team Dysfunctions and Developing Interventions.
- Strategies for Enhancing Cross-Functional Communication and Collaboration.
- Conflict Resolution and Facilitation Skills for Team Leaders.
- Team Building Activities and Workshops.

Module 7: Organizational Design and Structure

- Understanding Different Organizational Structures (e.g., Flat, Hierarchical, Matrix).
- Aligning Organizational Structure with Strategy and Objectives.
- Designing Effective Reporting Relationships and Decision-Making Processes.
- Optimizing Departmental Interdependencies.
- The Impact of Organizational Design on Efficiency and Employee Engagement.

Module 8: HR Strategies as OD Levers

- Integrating Talent Management with OD Goals.
- Role of Recruitment, Onboarding, Training, and Performance Management in OD.
- Developing Strategic Reward and Recognition Systems.
- Employee Engagement as a Key Outcome of OD.
- Building a Strong Employer Brand.

Module 9: Measuring OD Effectiveness

- Identifying Key Metrics for OD Interventions (e.g., Employee Engagement Scores, Turnover Rates, Productivity, Guest Satisfaction).
- Designing Evaluation Frameworks for OD Programs.
- Collecting and Analyzing Data to Measure Impact.
- Calculating Return on Investment (ROI) for OD Initiatives.
- Communicating OD Success to Stakeholders.

Module 10: Managing Resistance to Change and Communication

- Understanding the Reasons for Resistance to Change.
- Strategies for Addressing and Overcoming Resistance.
- Developing a Comprehensive Communication Plan for Change Initiatives.
- Utilizing Various Communication Channels and Methods.
- Engaging Employees as Co-Creators of Change.

Module 11: Future of OD: Emerging Trends and Disruptions

- The Impact of Digital Transformation and AI on Organizational Structures.
- OD in a Hybrid and Remote Work Environment.
- Agile Methodologies for OD Interventions.
- Focus on Well-being, Psychological Safety, and Resilience.
- Leading in a Diverse and Inclusive Global Workforce.

Module 12: Designing an OD Intervention for a Hospitality Challenge

- Practical Application: Case Study Analysis.
- Identifying a Specific Organizational Challenge in a Hospitality Context.
- Diagnosing the Root Causes Using OD Frameworks.
- Designing a Proposed OD Intervention Plan.
- Presenting the OD Plan and Justifying its Rationale.

Training Methodology

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.
- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.
- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.