Training course on Performance Management and Employee Engagement 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 service-driven and highly competitive hospitality industry, Performance Management and Employee Engagement are twin pillars that directly underpin guest satisfaction, operational efficiency, and sustained profitability. Beyond annual reviews, effective performance management is a continuous process of aligning individual goals with organizational objectives, providing ongoing feedback, and fostering development, while robust employee engagement strategies cultivate a passionate, motivated, and committed workforce that goes above and beyond for guests. Mastering these disciplines is paramount for reducing turnover, enhancing service quality, driving innovation, and building a resilient, high-performing culture in a 24/7 environment. For HR professionals, operations managers, and leaders at all levels, the ability to effectively manage performance and inspire engagement is essential for attracting and retaining top talent, ensuring consistent service delivery, and ultimately, achieving business success. Failure to prioritize these areas can lead to disengaged staff, inconsistent service, high attrition rates, and a struggle to adapt to evolving industry demands. Training Course on Performance Management and Employee Engagement in Hospitality is meticulously designed to equip aspiring and current Human Resources professionals, operations managers, general managers, and leaders at all levels in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in Performance Management and Employee Engagement in Hospitality. We will delve into sophisticated methodologies for setting clear performance expectations and goals, master the intricacies of delivering effective feedback and coaching, and explore cutting-edge approaches to designing engaging work environments, recognizing achievements, and fostering a culture of continuous improvement. A significant focus will be placed on understanding the interplay of various performance metrics, leveraging technology for performance tracking, managing diverse generations in the workforce, and connecting engagement to business outcomes. Furthermore, the course will cover essential aspects of compensation and rewards, diversity and inclusion, and adapting to emerging HR trends. By integrating industry best practices, analyzing real-world performance management and engagement challenges in hospitality, and engaging in hands-on goal setting, feedback, and engagement strategy development exercises, attendees will develop the strategic acumen to build a high-performing, motivated, and loyal workforce, fostering unparalleled guest satisfaction and securing their position as indispensable assets in the forefront of hospitality human capital optimization.

Programme Curriculum

Training Course on Performance Management and Employee Engagement in Hospitality

Introduction

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Training Course on Performance Management and Employee Engagement in Hospitality is meticulously designed to equip aspiring and current Human Resources professionals, operations managers, general managers, and leaders at all levels in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in **Performance Management and Employee Engagement in Hospitality**. We will delve into sophisticated methodologies for **setting clear performance expectations and goals**, master the intricacies of **delivering effective feedback and coaching**, and explore cutting-edge approaches to **designing engaging work environments, recognizing achievements, and fostering a culture of continuous improvement**. A significant focus will be placed on understanding the interplay of various performance metrics, leveraging technology for performance tracking, managing diverse generations in the workforce, and connecting engagement to business outcomes. Furthermore, the course will cover essential aspects of compensation and rewards, diversity and inclusion, and adapting to emerging HR trends. By integrating industry best practices, analyzing real-world performance management and engagement challenges in hospitality, and engaging in hands-on goal setting, feedback, and engagement strategy development exercises, attendees will develop the strategic acumen to build a high-performing, motivated, and loyal workforce, fostering unparalleled **guest satisfaction** and securing their position as indispensable assets in the forefront of **hospitality human capital optimization**.

Course Objectives

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

1. Analyze the fundamental principles and strategic importance of **Performance Management and Employee Engagement in Hospitality**.
2. Master methodologies for **setting clear, measurable performance goals and expectations**.
3. Develop expertise in **delivering effective feedback (coaching, constructive, positive)** and conducting performance reviews.
4. Formulate comprehensive strategies for **employee engagement, motivation, and well-being** in a service environment.
5. Implement robust approaches to **performance appraisal systems** and continuous performance dialogues.

6. Understand and apply various **recognition and reward strategies** to boost morale and retention.
7. Comprehend the role of **talent development and career pathing** in performance and engagement.
8. Leverage **HR technology and analytics** to track performance and engagement metrics.
9. Manage **underperformance and disciplinary actions** effectively and fairly.
10. Explore **diversity, equity, and inclusion (DEI)** as drivers of engagement and performance.
11. Anticipate and adapt to **emerging trends in performance management** (e.g., continuous feedback, OKRs).
12. Design a comprehensive **Performance Management and Employee Engagement Strategy** for a hospitality organization.
13. Position themselves as strategic leaders capable of building a **high-performing, engaged, and resilient hospitality workforce**.

Target Audience

This course is designed for professionals and aspiring individuals responsible for managing employee performance and engagement in hospitality:

1. **Human Resources Managers/Directors in Hospitality:** Overseeing performance and engagement initiatives.
2. **Operations Managers/General Managers:** Directly responsible for team performance and morale.
3. **Departmental Heads/Supervisors:** Managing daily performance and providing feedback.
4. **Learning and Development Specialists:** Designing training for performance improvement.
5. **HR Business Partners:** Supporting various departments with performance and engagement strategies.
6. **Team Leaders/Shift Managers:** Leading frontline hospitality staff.
7. **Compensation and Benefits Specialists:** Linking rewards to performance.
8. **Hospitality & Tourism Students:** Focused on human capital and leadership.

Course Duration: 10 Days

Course Modules

Module 1: Foundations of Performance Management & Employee Engagement

- Defining Performance Management: A Continuous Cycle, Not Just an Annual Event.
- Understanding Employee Engagement: Drivers, Benefits, and Business Impact.
- The Direct Link: Engaged Employees Drive Superior Guest Experiences and Profitability.
- Overview of Performance Management Models.
- Case Studies of High-Engagement Cultures in Hospitality.

Module 2: Setting Clear Goals and Expectations

- Principles of SMART (Specific, Measurable, Achievable, Relevant, Time-bound) Goal Setting.
- Cascading Organizational Goals to Individual Performance Objectives.
- Utilizing OKRs (Objectives and Key Results) for Strategic Alignment.
- Developing Clear Job Descriptions and Performance Standards.
- Communicating Expectations Effectively to All Employees.

Module 3: Continuous Feedback and Coaching

- The Importance of Frequent and Timely Feedback.
- Techniques for Delivering Effective Coaching Conversations.
- Providing Constructive Feedback: Specific, Actionable, Timely, Respectful.

- Encouraging Two-Way Feedback and Employee Input.
- The Role of Positive Reinforcement and Recognition.

Module 4: Performance Appraisal Systems and Dialogues

- Traditional vs. Modern Performance Review Approaches (Annual, Quarterly, Continuous).
- Designing Effective Performance Appraisal Forms and Metrics.
- Conducting Performance Review Meetings: Preparation, Delivery, Follow-up.
- Managing Bias in Performance Appraisals.
- Linking Performance Reviews to Development Plans.

Module 5: Strategies for Employee Engagement

- Understanding the Drivers of Employee Engagement (e.g., Leadership, Growth, Recognition, Purpose).
- Conducting Employee Engagement Surveys and Analyzing Results.
- Developing Action Plans Based on Engagement Insights.
- Fostering a Culture of Trust, Transparency, and Empowerment.
- Creating Opportunities for Employee Voice and Participation.

Module 6: Motivation and Reward Systems

- Theories of Motivation Applied to the Hospitality Workforce (e.g., Maslow, Herzberg, Expectancy).
- Designing Effective Recognition Programs (Formal and Informal).
- Understanding Intrinsic vs. Extrinsic Motivators.
- Linking Performance to Compensation and Bonuses (Performance-Based Pay).
- Developing Non-Monetary Rewards and Perks.

Module 7: Talent Development and Career Pathing

- Identifying Employee Strengths and Development Areas.
- Creating Individual Development Plans (IDPs).
- Providing Opportunities for Learning, Training, and Skill Enhancement.
- Career Pathing and Internal Mobility Programs.
- Mentorship and Coaching for Career Growth.

Module 8: Managing Underperformance and Addressing Performance Gaps

- Identifying and Addressing Performance Issues Promptly.
- Root Cause Analysis for Underperformance.
- Developing Performance Improvement Plans (PIPs).
- Coaching for Performance Improvement.
- Understanding Disciplinary Procedures and Legal Compliance.

Module 9: Diversity, Equity, and Inclusion (DEI) as Engagement Drivers

- The Strong Link Between DEI and Employee Engagement.
- Strategies for Building a Diverse and Inclusive Workforce and Culture.
- Addressing Unconscious Bias in Performance Management.
- Creating an Environment Where All Employees Feel Valued and Respected.
- Measuring DEI Impact on Engagement and Performance.

Module 10: Role of Leadership in Performance and Engagement

- The Leader's Impact on Employee Performance and Engagement.
- Developing Coaching and Mentoring Skills for All Leaders.
- Leading by Example: Demonstrating Desired Behaviors.
- Building Trust and Psychological Safety in Teams.
- Fostering Accountability and Empowerment.

Module 11: HR Technology for Performance & Engagement

- Overview of Performance Management Software.
- Utilizing HRIS (Human Resources Information Systems) for Performance Tracking.
- Employee Engagement Platforms and Survey Tools.
- AI and Analytics for Identifying Engagement Drivers and Performance Trends.
- Data Security and Privacy in Performance Systems.

Module 12: Future Trends in Performance Management & Engagement

- The Shift to Continuous Performance Management and Feedback.
- Focus on Well-being, Mental Health, and Work-Life Balance.
- Adapting to Hybrid and Remote Work Models.
- Personalized Learning Paths and Gamification for Development.
- The Impact of AI and Automation on HR Roles.

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.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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