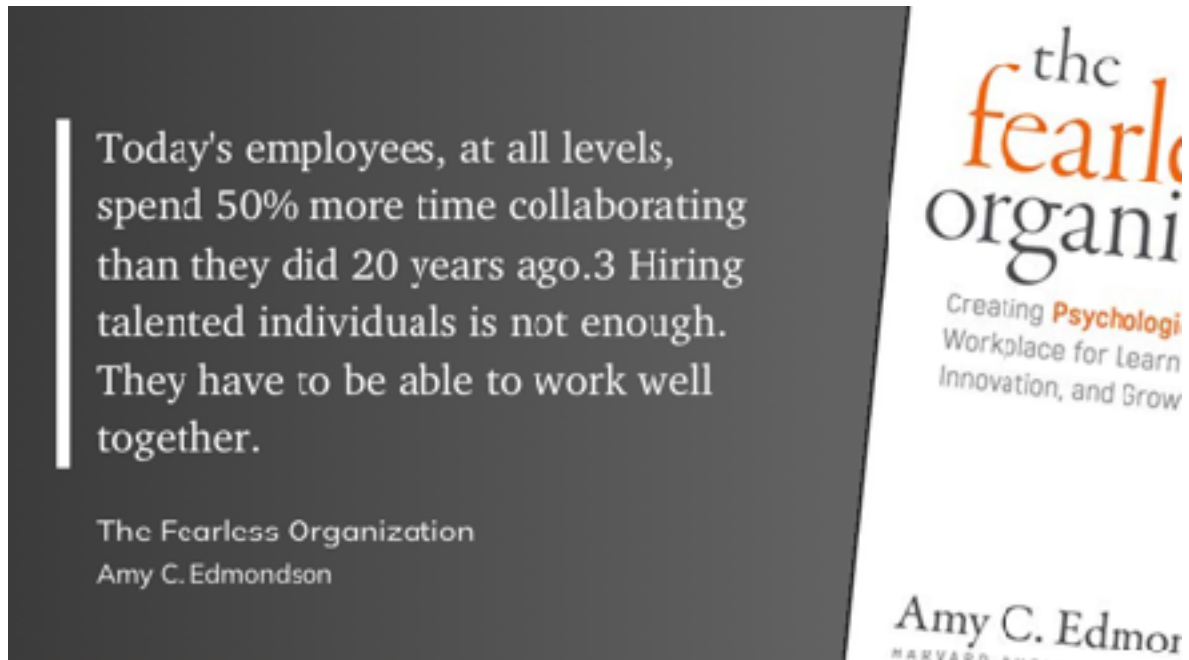


# Plays well with others

A LEARNING JOURNEY

# Plays well with others

A learning journey for managers in the hospitality/attractions industry



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## Preamble

- "Plays well with others" is a phrase used to describe someone who is able to work or interact effectively with others.
- The phrase is often used in the context of children's behaviour in a classroom setting but can also be applied to adults in a professional or social context.
- "Playing well with others" is considered a desirable trait as it means that the person is able to share, cooperate and collaborate effectively with others, which is an important life skill.
- In a professional context, it can mean that the person is a team player, able to communicate effectively and able to resolve conflicts.
- Being able to play well with others can improve productivity, build trust, and promote a positive working environment.

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## Learning objectives:

By the end of the course, learners will be able to

- Develop strong and productive relationships.
- Actively and empathetically listen to others
- Communicate clearly and effectively
- Build and maintain trust through honesty and transparency
- Cultivate a growth mindset and a willingness to learn from others
- Collaborate and share knowledge and skills with others
- Respect and value diversity in all its forms
- Give and receive constructive feedback gracefully
- Demonstrate empathy and compassion towards others
- Prioritise teamwork and the collective good over individual success
- Hold oneself accountable for actions and decisions and be open to feedback and growth opportunities.

Learners will demonstrate their knowledge, skills and self-awareness through several written reflections, where they will receive feedback from the instructor.

There will be a pre and post-course self-assessment.

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## Target Audience /Learner profile

### **Managers in the hospitality / Attractions industry.**

These managers typically work in fast-paced, customer-facing environments, where they must balance operational tasks, staff management, and customer service.

**Skillset:** This requires a wide range of skills, including leadership, communication, problem-solving, time management, and customer service. They also need to be able to adapt to changing situations and be creative in finding solutions often across departmental boundaries. In this environment, strong trusting relationships become a key to being seen as successful

**Motivation:** Managers in this industry are often motivated by a desire to provide excellent customer service and create positive experiences for their guests. They also value opportunities for career advancement and professional development.

**Learning Preferences:** Managers in this industry prefer practical, hands-on learning experiences that are directly applicable to their work. They also appreciate opportunities to network and learn from their peers in the industry.

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## Scope

1. **Why:** The course will focus on the importance of building positive relationships in the workplace, and how these relationships contribute to personal and organisational success. The course will emphasise that effective collaboration and teamwork are critical in the hospitality/attractions industry, where customer satisfaction is a top priority.
2. **What:** The course will cover a range of interpersonal skills, including communication, active listening, empathy, conflict resolution, and problem-solving. These skills will be taught through interactive learning activities and real-world scenarios, which will allow learners to apply the concepts to their own work environments.
3. **How:** The course will teach learners how to improve their interpersonal skills through self-awareness and reflective practice. Learners will be encouraged to reflect on their own communication and behaviour styles, and will receive feedback from their peers and instructors. They will also learn techniques for responding to challenging situations with empathy and understanding, rather than reacting impulsively.

Overall, the scope of the course will be to help managers in the hospitality/attractions industry develop the interpersonal skills needed to build positive relationships with their colleagues and staff.

By focusing on self-awareness and reflective practice, learners will be empowered to improve their communication and collaboration skills, and become more effective leaders and team members.

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## Delivery

The Course runs for a period of 8 weeks is delivered over 4 modules.

Each module contains 4 video lessons of +/- 30 min each. Following the video lessons learners are required to reflect on a number of questions in a learning-log, that is submitted to the instructor.

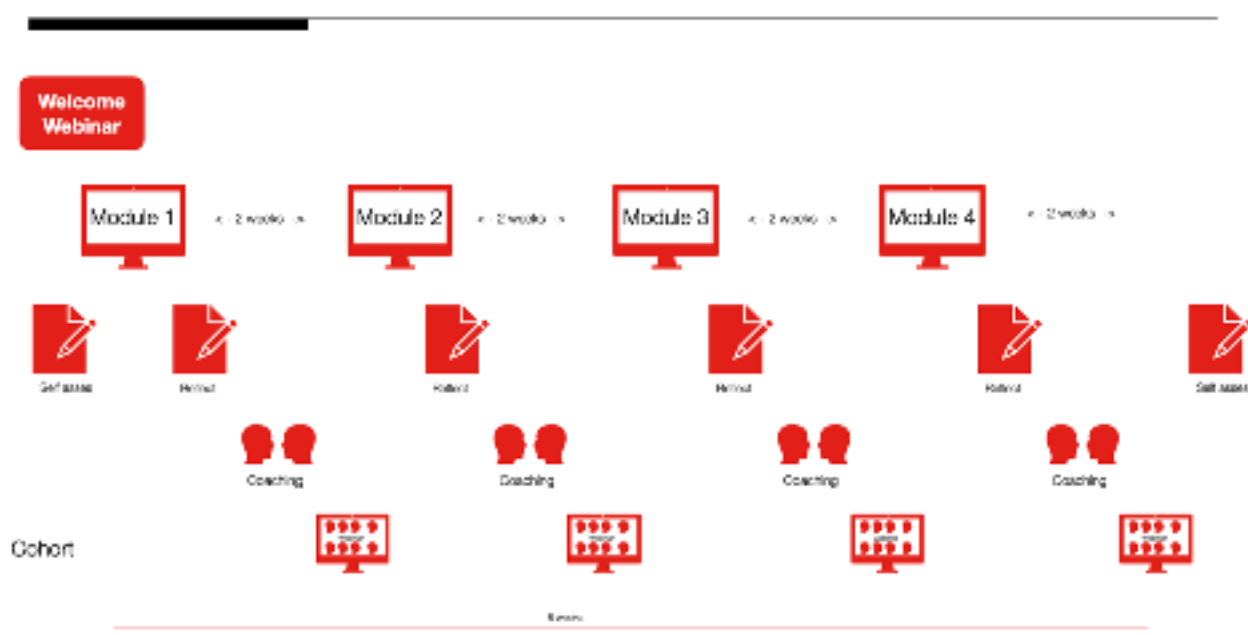
The learning log becomes the starting point for the one-to-one coaching conversation that is offered on each module. Finally the module is wrapped up with a full cohort session in the format of a webinar.

Learners will be asked to undertake a pre- and post course self-assessment

### Summary of the elements offered

- Welcome webinar
- Pre and post course self assessment
- 16 x 30 min video lessons total of 8 hours
- 4 x personal learning reflections
- 4 x one-on-one coaching session
- 4 x Cohort interactive webinar/workshops

### Overview, flow and time frames



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## Course content

### **Module 1** Why is playing well with others more important than ever

*Setting the scene and making a clear case for why we need to get better at playing well with others*

- It's all about the relationships
- Why complexity awareness has become a key skill
- Psychological safety is the primary driver of engagement
- The basics of group dynamics

### **Module 2** It's all about you

*The first step in improving your ability to play well with others is to become more aware of your own role in building great relationships at work.*

- You don't see things as they are - you see things as you are
  - Respond or react
  - The ladder of inference
- Managing your states
  - Above or below the line
  - Drama Triangles
  - Presence
- The five mind traps that risk getting in your way
  - The Simple Stories Trap
  - The Rightness Trap
  - The Agreement Trap
  - The Control Trap
  - The Ego Trap
- Making sense of a complex world
  - Sense making
  - Perspective taking
  - Polarity awareness

### **Module 3** Engaging with 'them'

*Now that we have become more aware of our way of functioning and relating to others, we can explore ways to engage with others more effectively.*

- Understanding your own and their communication style
  - Transactional analysis
- The structure of great communication
  - Advocacy and Inquiry
  - Humble inquiry
- We disagree - now what
  - Conflict resolution

- Developing an inclusive mindset

## **Module 4** Practical applications

*In this final module, we will explore some practical applications of what we have learned so far.*

- How to run a dream team  
The Team V-model as our scaffolding
- Conversations are your number one relationship builder  
Become more aware of what constitutes a powerful conversation
- Co-creation - we don't get much done on our own  
Create favorable conditions for and facilitate productive collaboration and co-creation.
- The ABC of building great work relationships  
How your actions, behaviour, and conversations are your three key building blocks in playing well with others.

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## **Webinars**

Learners will come together in order to learn from each other's experiences and network during 5 webinars/online-workshops

### **Welcome**

Introduction to the course  
Setting the scene  
Explaining how it all works

### **Webinar 1**

Welcome  
Introductions  
Today's Topic presentation ( 20 min)  
Small group work

### **Webinar 2**

Welcome  
Introductions  
Today's Topic presentation ( 20 min)  
Small group work

### **Webinar 3**

Welcome  
Introductions

Today's Topic presentation ( 20 min)  
Small group work

#### **Webinar 4**

Welcome  
Introductions  
Today's Topic presentation ( 20 min)  
Small group work

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## **Reflection and Coaching**

### **Self-assessment**

Pre course self-assessment  
Post course self-assessment

### **Reflections and Learning logs**

Learners will be required to submit their reflection /earning log after completing the module video lessons and before their one-on-one coaching session

### **Coaching sessions**

Learners are offered 4 - 60 min coaching sessions - one session on each module.  
Coaching sessions will focus on helping learners reflect on the material as it relates to their work situations.

### **Support materials**

A workbook will be available that supports the material delivered in each module and where learners can record their learnings and reflections.

NB I am considering offering a hardcover workbook for learners who like to reflect in a physical journal. That workbook would be offered as an on-demand print at an extra cost

### **Optional add on**

Team Management Profile

I am considering offering a TMS profile as part of the pre-course self-assessment set up - this would mean an additional coaching session/ debrief. This would be an add-on price-wise.



