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FURTHER READING

MODULE_5 LEADERSHIP&MOTIVATION

Lesson_1_ CONCEPT OF LEADERSHIP

CONTENT OVERVIEW

Looking to move up in the hospitality and tourism management industry?

Are you open to learning and challenging yourself with new ideas?

Do you have the leadership skills to make a difference?

Becoming a strong leader is one of the most effective ways to demonstrate your unique value and dedication as a professional in this dynamic field.

While certain individuals appear to be born leaders, most people need to develop and nurture leadership skills throughout their careers.

As hospitality industry it self engaging with different people in different culture it should clearly understand how to manage this diversity in hospitality industry. It can be manage in different ways. From these paths employee motivation and the leadership is an effective approach which is needed to be studied.

1. Definition the leadership.

Leadership means the ability and willingness to lead and motivate a group of people. It includes improving team performance and effectiveness as well as articulating vision for business improvement. Leaders should play three important roles in the organization namely interpersonal roles, informational roles and decisional roles. These roles require a number of skills such as developing peer relationships, carrying out negotiations, motivating subordinates, resolving conflicts, establishing information networks, making decisions with little information and allocating resources.

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2. Types of leadership.

For example; **Leadership in NOVOTEL is not the individual responsibility of one person, but rather a shared responsibility amongst members of an emerging team.** A leader belongs to a group. Each member has responsibilities to fulfil.

Official leadership positions are merely additional responsibilities apart from their responsibilities as members of the team. Effective leadership requires members to achieve their shared tasks. Starting as a group of individuals, members and leaders work in the direction of the formation of a successful team. In this light, social interaction plays a major role in leadership.

There are arguments that Leadership exposed and cherished in the hospitality industry, that there were **two types of leaders**: “those in the hotel business and those in the business of hotels”. Mostly leaders in the hotel industry focus on the needs of employees and the provision of a high-quality service to guests. These leaders are also identified as charismatic. In comparison, leaders in the business of hotels such as leaders of hotel real-estate savings trusts were found to possess exceptional financial skills.

However in the case study main identification was done that to win in the hospitality industry the main need is for combine strong interpersonal skills with sound business knowledge and hotel functioning skills-in effect, arguing that a mix of transactional and transformational leadership skills are needed to succeed in the hospitality field.

3. What makes to be a Leader?

The 4 qualities to strengthen your leadership skills.

a. Adaptability

Adaptable leaders are not afraid to get their hands dirty. Individuals who can adjust to change possess great people skills and poise under pressure.

Flexible hospitality and tourism professionals are ready to tackle any task at hand, including responding to a weary traveler’s demands or completing a team checklist.

2. Team-Oriented

Being a team player is an essential trait to develop as an individual in the hospitality and tourism industry. Team players work constructively with everyone in the business, from employees and coworkers to managers, customers, and guests. They create weekly schedules to staff the hotel or event, and they resolve conflicts between employees should they arise.

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A team leader is a positive force all the time—when profits are high *and* when cash flow is tight. Knowing what strengths are essential to company performance helps team players make valuable use of time and resources. In fact, **CEO of Zipline Logistics, Walter Lynch, told Business News Daily** that *leaders "need to be genuinely interested in growing the skills of others, not just in delegating tasks or managing processes."*¹

Likewise, when team members need reassurance, guidance or additional support, an exemplary team player is there to offer assistance, trust, and clear communication.

c. Entrepreneurial

Not every person with an entrepreneurial mindset is a business owner. Entrepreneurs come in all shapes, sizes, and ranges of abilities. They have different strengths and weaknesses, but there are a few common ways most entrepreneurs think and act in order to become successful leaders.

First, entrepreneurs seek out new opportunities. Whether they are working toward a manager's position or they're starting a new career from scratch, entrepreneurs have a clear vision of the future they want.

Most importantly, entrepreneurs take ownership of outcomes. Good, bad, and everything in between—entrepreneurs step up to the plate when it comes to scheduling preventative maintenance on a property or resolving a shortage of housekeeping supplies.

d. Passionate

Finally, to keep growing and improving, leaders in hospitality and tourism management must be passionate about what they do each day. Passion takes the form of energy, excitement, kindness, and other characteristics that will make a difference for you and your guests or clients.

It's important to remember it takes practice and commitment to become an effective leader. *"Becoming a leader is a marathon and not a sprint. It takes time and effort to develop effective leadership skills,"*² Lynch says.

Choosing a career in hospitality and tourism is an excellent opportunity for business-minded leaders and customer-focused professionals to showcase their strengths.

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