
HOSPITALITY FROM THE HEART WORKSHOP



Overview & Objectives

To deliver a dynamic 2-3 hour learning experience for attendees to understand and implement the HEART Principles into their daily performance to create a HEART culture that engages team members and creates customer loyalty.

- Humility
- Energy x Execution
- Awareness
- Relationships
- Trust = Teamwork

Activities

This interactive workshop will include a number of processes and discussions:

1. LifeStory. Participants will embark on a short journey with one other team member to understand and embrace the importance of being fully present, listening, sharing, communication, and vulnerability.
2. Energy x Execution = Results. Participants will rate themselves on how their current performance is impacting the team and customers based off of the 5 Levels of Results. They will also create action steps on how to improve in both areas of performance.
3. The 4 Progress Questions. Participants will use the 4 Progress Questions to further simplify their current performance, identify strengths/weaknesses, and create action steps that will improve individual, team, and organizational performance.
4. Energy Tank. Participants will identify the things that are Filling their energy and what is Draining their energy on a daily basis and define action steps on how to ensure they are managing their energy tank on a daily basis in order to share their gifts at the highest of levels.
5. Q&A. Participants will be encouraged to ask any/all questions that they have in regards to any of the HEART principles and how to apply them effectively into the organization to get the best results.

Materials

Limited materials are needed:

- Easel and easel pad
- Paper and pens
- Hospitality from the HEART books (not required)

Other Resources

A number of stats, research and experience will be shared throughout the workshop that is inspired by:

- Research from: Gallop, Harvard, Stanford, Service Management Group, Forbes, Hay Group, and others.
- Hospitality from the HEART
- Books/Articles that refer to: Leadership, authenticity, teamwork, emotional intelligence, trust, communication, sales, relationships, psychology, sociology, happiness, positive psychology, human behavior, organizational development, peak performance, coaching, personal and professional development, spirituality, change management.