



# Executive Development Programme Key to Personal Effectiveness

「提升個人工作效能的要訣」高級管理課程

24 - 25 June 2015

Put one of the most prestigious hospitality education institutions in your resume!

Institute for Tourism Studies (IFT) and Ecole hôtelière de Lausanne (EHL), the world's first hotel school in Switzerland, are offering an EDP on "Key to Personal Effectiveness". This window of opportunity will make Switzerland just minutes away.

<b>Facilitator</b>	<b>Mr. Wei-Cheng Chen</b> Senior Consultant at Lausanne Hospitality Consulting SA Ecole hôtelière de Lausanne
<b>Language</b>	English
<b>Venue</b>	Institute for Tourism Studies (IFT), Macao
<b>Programme Fee</b>	Macao ID-holders: <b>MOP5,000</b> Non-Macao ID-holders: <b>MOP6,500</b>
<b>Registration Period</b>	<b>6 – 22 May 2015</b> (on first-come-first-served basis)
<b>Registration Form &amp; Website</b>	<a href="http://www.ift.edu.mo/EN/ExecutiveProgrammes/Home/Index/284">http://www.ift.edu.mo/EN/ExecutiveProgrammes/Home/Index/284</a>
<b>Enquiry</b>	Tel: (853) 8598 1250 Fax: (853) 8598 1283 Email: <a href="mailto:edp@ift.edu.mo">edp@ift.edu.mo</a>





## PROGRAMME DESCRIPTION

Our perceptions of the world, our work and the other people in our lives are affected by past experiences, our expectations and where we place our priorities. Our level of performance and overall team working results can be significantly impacted by increased self-understanding and understanding of others, by enhancing our ability to adapt and by improving our ability to connect with others in both our personal and work theatres.

This programme will address the key requirements in “Best communication”:

- Recognising and understanding the person you are dealing with
- Adapting your approach to communicating with them
- Lowering “resistance” and starting an efficient negotiation
- Dealing with “The Difficult Person” and start a fruitful collaboration

## METHODOLOGY

Interactive discussions and participative exercises. Opportunities for reflection and expression.

## PARTICIPANTS

- Hospitality professionals from supervisors to general managers and above.
- Individuals interested in improving their interpersonal skills and understanding and improving their interaction dynamics with others; applicable to both personal and professional life

## THE ORGANISERS

Lausanne Hospitality Consulting SA of Ecole hôtelière de Lausanne

[www.lhcconsulting.com/](http://www.lhcconsulting.com/)

[www.lee.ehl.edu](http://www.lee.ehl.edu)

Institute for Tourism Studies, Macao

[www.ift.edu.mo](http://www.ift.edu.mo)





## LEARNING OBJECTIVES

By the end of the Module, participants will be able to:

### Knowledge

- Explain the nature of perception and its importance in our relationship with others
- Identify the four basic colour energies and the characteristics associated with each
- Examine the relative strengths and weaknesses of each colour

### Competencies

- Develop a quick way to recognise the different types of person you are dealing with in the hotel industry
- Develop efficient strategies to communicate, influence and negotiate
- Elaborate the perception from “Difficult Person” to a “Valued Person” in your relationship with somebody

### Mindset

- Be ready to see others in a different and more valuable way
- Open for new challenges and objectives

## DISCLAIMER

We reserve the right to postpone or cancel the course. In the case of cancellation, participants will NOT be subject to any charge or compensation.





旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA  
Institute for Tourism Studies



## THE FACILITATOR

**Mr. Wei-Cheng Chen** is a Senior Consultant at Lausanne Hospitality Consulting SA. His role involves designing and delivering executive education for international companies and developing hospitality learning centres around the globe.

Prior to LHC, he worked in the hospitality industry in Argentina and Switzerland and also collected experience in the education sector. Wei was responsible for international student recruitment at *Ecole hôtelière de Lausanne*, enhancing the brand image and talent sourcing for the hospitality industry.

Wei is a member of *Clare Hall*, a constituent and graduate college of the *University of Cambridge*. He is alumnus of *Ecole hôtelière de Lausanne*, specialised in Entrepreneurship and Competitiveness and also possesses a degree in Hospitality and Restaurant Management from the *Escuela Internacional de Hotelería y Turismo CENCAP* in Buenos Aires, Argentina.



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