



Kevin Now & **THEN**

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Associate Director & Group General Manager – Sino Hotels

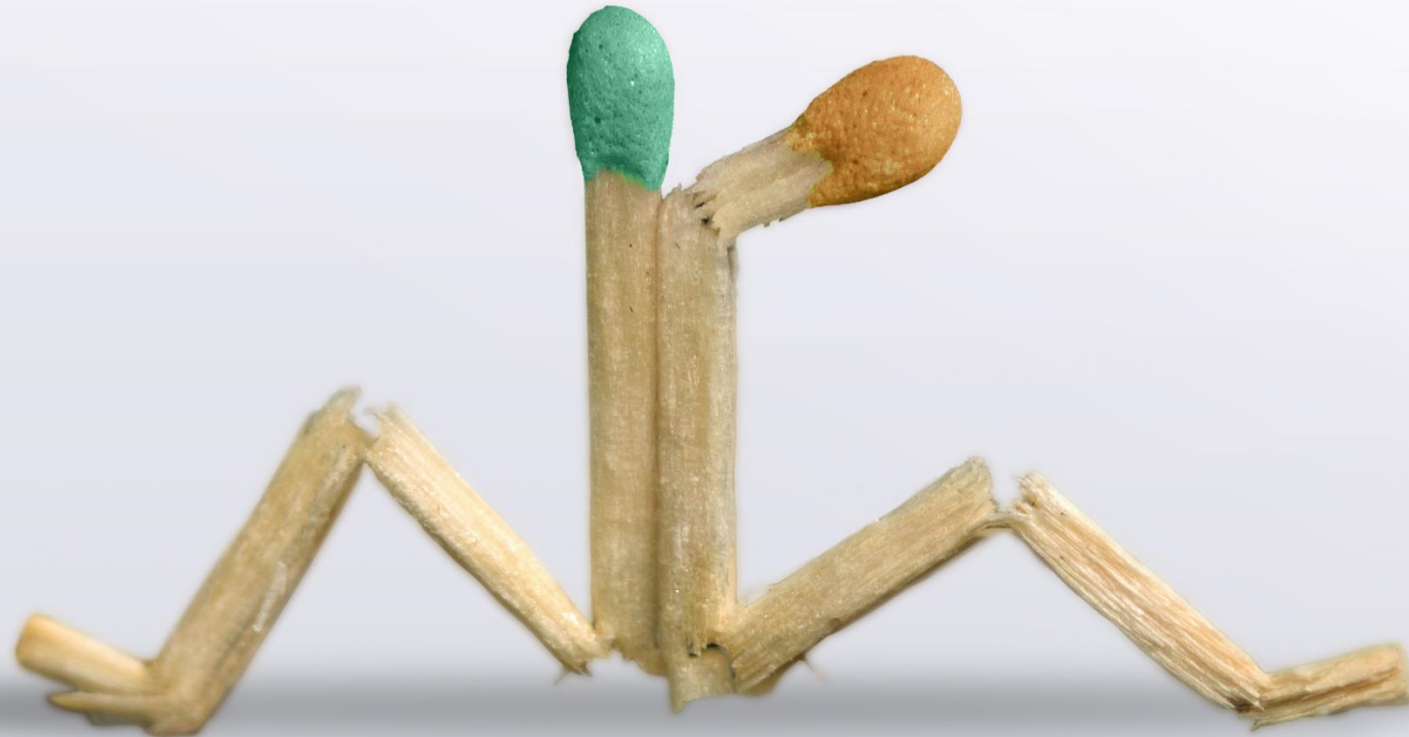
First Vice Chairman – Hong Kong Hotels Association

Hotel Manager & Marketing Director – Langham Hospitality Group

Management Capacity - Shangri-la Hotels & Resorts & Four Seasons Hotels & Resorts



Two Monologues do not make a dialogue
- Andy Sivell

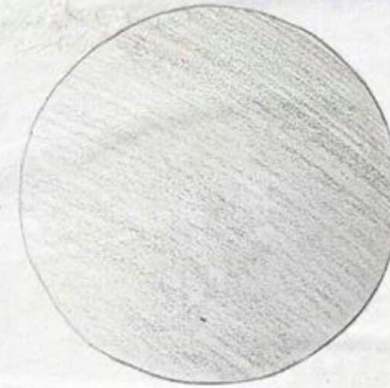




Which Role Do You Resonate With
The Most In Your Daily Life?

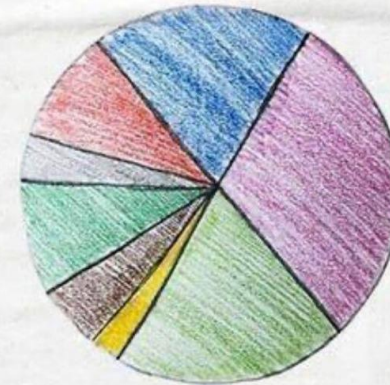


What people **THINK** leadership is:



Telling people
what to do

What **LEADERSHIP** really is:



- Integrity
- Cast a vision
- Use of influence
- Use of power
- Praise your team
- Self-awareness
- Listen first and speak last
- Empathy





Something Went Wrong? What Is
He Trying To Tell Me?





I Nailed IT - YES!!



Stay Curious | I Listen | I
Support



Your Company Culture " ABOUT MAKING
MISTAKE" – Encourage or Discourage?



"Appreciate",

that they care to speak up

"Recognize"

their encourage to share
their view with fear and
anxiety

"Respect"

their voices and opinions



Summary Of Today's Webinar

Agile leader who can nurture the following skills would be valuable to any firms.

- Listen to the unspoken words
- Create a safe and secure space in the work place
- Encourage associates to be vocal of their own opinion
- Cultivate a culture of "mistake" acceptance
- View "Mistake" as a learning curve for "Growth"

Don't be afraid to start over. This time you are not starting from scratch. You're starting from experience.



THANK YOU

Q & A

Dialogue Plus Ltd Whatsapp QR Code

