



Meeting Objective: Meet with Client Partner and potential operational task force members to come to consensus regarding proposed program format, roll-out, objectives, and learning outcomes.

Schedule:

8am – 9:30am	Property Tours
9:30am – Noon	Meet with Executive Team
Noon – 1:30pm	Lunch
1:30pm – 3:30pm	Potential Task Force Members

Goals: Meeting with Executive Team (9:30am – Noon)

- Learn more about Client Partner
 - Mission
 - Vision
 - Values
 - Service Pledge
 - Properties
 - Operational Structure
 - Role of Human Resources
 - Training programs? Face-to-Face? Online?
 - Biggest operational challenge?
 - Biggest strategic challenge?
 - Do different properties have drastically different needs for growth and profitability?
- Overview of learning objectives
 - Overall program objectives
 - Key result areas / expectations
 - Operational success factors
 - Measuring competency & knowledge transfer
 - Measuring action outcomes
 - Designed by corporate office
 - Designed by Team Members
 - How will we know if we succeeded?
 - Knowledge transfer? Or operational results that demonstrate knowledge transfer?
- How will team members have ownership of development, process, outcomes, and operation integration?
- Learning and execution methodology
 - Top – Down vs. Down – Top
 - Bloom’s Taxonomy – not theoretical, yet practical application of this Cognitive Theory
 - Where do we employ technology?

- Corporate HR objectives dovetailed with operational realities / ownership
- Task force objectives
 - One task force or different for each competency
 - Point person with strategy for communication
 - Goals for deliverables
- Discuss, validate, & revise major competency areas
 - Leadership Styles
 - Effective Communication
 - Diversity
 - Team Building
 - Creativity & Innovation
 - Values & Value Clarification
 - Conflict Management
 - Motivating Others
 - Decision Making
 - Ethics & Integrity
 - Organization Skills
 - Emotional Intelligence
 - Service Excellence
 - Managing Today & Tomorrow
 - Performance Management
 - Coaching & Mentoring
- Discuss production schedule and priorities
 - Decision schedule, i.e. “green light”
 - Content delivery calendar
 - Module delivery calendar
 - Roll-out schedule
 - Competency priorities and order
 - Telling the leadership development story

Meeting with Potential Task Force Members (1:30pm – 3:00pm)

- Overview of learning objectives
 - Overall program objectives
 - Result expectations
 - Operational success factors
 - Building a culture of leadership
 - How will we know if we succeeded?
- Roles and goals of task force
 - Consensus on roles and goals
 - **Task force is imperative for success**
 - Proposed structure
- Learning and execution methodology
 - Top – Down vs. Down – Top?

- Bloom's Taxonomy – not theoretical, yet practical application of this Cognitive Theory
 - Where do we employ technology?
 - Corporate HR objectives dovetailed with operational realities / ownership
- Discuss learning outcomes that are directly tied to operational action statements, which leads to results
- Task force objectives
 - One task force or different for each competency
 - Point person with strategy for communication
 - Goals for deliverables
- Discuss, validate, & revise major competency areas
 - Leadership Styles
 - Effective Communication
 - Diversity
 - Team Building
 - Creativity & Innovation
 - Values & Value Clarification
 - Conflict Management
 - Motivating Others
 - Decision Making
 - Ethics & Integrity
 - Organization Skills
 - Emotional Intelligence
 - Service Excellence
 - Managing Today & Tomorrow
 - Performance Management
 - Coaching & Mentoring
- Discuss technology platforms and functionalities
 - Why technology?
 - Benefits
 - Liabilities
 - Expectations
- Discuss Due Diligence and Punch List

Wrap-up with Executive Team

- Overview of meetings
- Confirm key result areas, action plan, and ongoing calendar