



THE
PRIVATE
HOTEL SCHOOL
STELLENBOSCH, SOUTH AFRICA



2ND WOMEN IN TOURISM CONFERENCE
City of Tshwane
17 – 18 November 2015
Premier Hotel Pretoria

***SKILLS REQUIRED AND BUILDING THE
PIPELINE TO SUPPORT FUTURE NEEDS***

Presented by: Dr. Deborah J. Johnson

THE 
PRIVATE
HOTEL SCHOOL

STELLENBOSCH, SOUTH AFRICA

SKILLS REQUIRED AND BUILDING THE PIPELINE TO SUPPORT FUTURE NEEDS



Communication



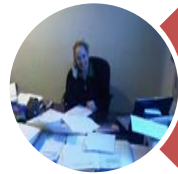
Teamwork



Problem-solving



Initiative and enterprise



Planning and organising



Self-management



Learning



Technology



I. COMMUNICATION - Harmony

- Listening and understanding
- Speaking clearly and directly
- Negotiating responsively
- Having empathy
- Using numeracy effectively
- Using networks
- Sharing information
- Be assertive



2. TEAMWORK – Productive relationships

- Cultural diversity
- Working across different ages, gender, race, religion or political persuasion
- Working as an individual and as a team
- Review strengths of team
- Coaching and mentoring



3. PROBLEM-SOLVING – productive outcomes

- Be realistic
- Be practical
- Work in budget
- Be contextual
- Be customer focused



4. INITIATIVE AND ENTERPRISE - Innovation

- Adapt
- Be flexible
- Be creative
- Look for the opportunities



5. PLANNING AND ORGANISING – Be strategic

- Manage time
- Be resourceful
- Take initiative
- Make decisions
- Allocate resources effectively
- Collect information and use it effectively



6. SELF-MANAGEMENT – be satisfied

- Having a personal vision and goals
- Review your own performance
- Be honest with yourself
- Articulate your ideas and visions
- Take responsibility



7. LEARNING – Ongoing improvement

- Manage your own learning
- Be willing to learn
- Be open to new ideas and techniques

8. TECHNOLOGY – Effectiveness

- Having a range of IT skills
- Apply IT as management tool
- Use IT to organise data and systems
- Don' be afraid of it



What are we really doing and what are we really responsible for?

“Life is not about waiting for the storm to pass, it is about learning to dance in the rain”

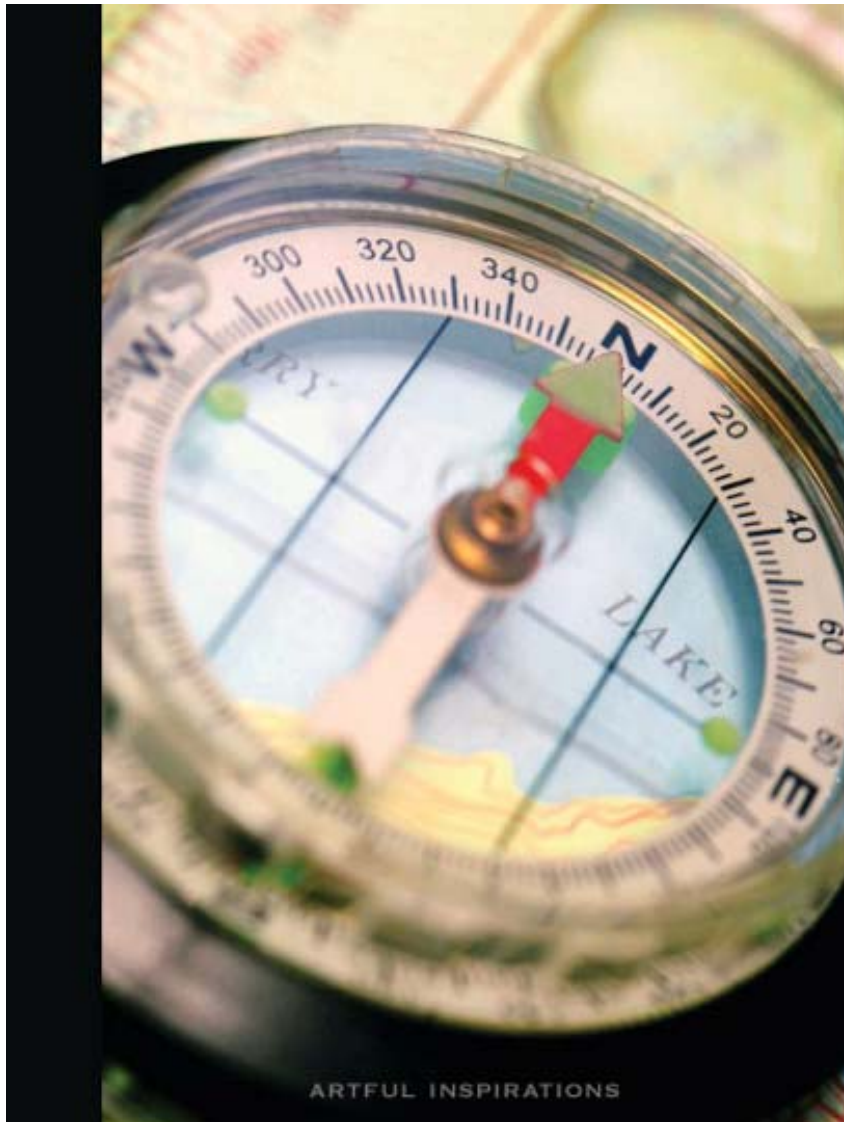
Chase happiness!



**IT IS HARD
TO BE A WOMAN**

*You must think like a man,
Act like a lady,
Look like a young girl,
And work like a horse.*





The smallest
change in
perspective
can transform
a life.
What tiny
attitude
adjustment
might turn
your world
around?

— Oprah

