

LIMITED  
PLACES

# STEP UP PROGRAMME

LEADERSHIP & MANAGEMENT FOR  
MANAGERS & TEAM LEADERS



NORTHERN  
IRELAND  
HOTELS  
FEDERATION

**Practical skills and tools to help you to excel in a leadership role.**

A one-day interactive course for new, recently promoted, or aspiring managers, designed to build practical skills, confidence, and the right mindset for effective leadership. Participants will learn to motivate teams, tackle challenges, manage time, and build resilience through exercises, real-life scenarios, and expert guidance.

#### Who should attend:

- Newly appointed or recently promoted managers
- Existing managers that may wish to benefit from formal training
- Team leaders preparing for management roles
- Experienced staff taking on more leadership responsibilities
- Anyone looking to boost confidence and leadership skills

#### Course Highlights:

- Leading teams effectively
- Handling difficult conversations and complaints
- Managing workplace conflict
- Personal effectiveness and time management
- Communication skills for leaders
- Building resilience and emotional intelligence
- Confidence-building and action planning

#### EUROPA HOTEL BELFAST

Tuesday 18th November 2025

#### KILLYHEVLIN HOTEL, ENNISKILLEN

Wednesday 19th November 2025

09.30 - 16.00

Each workshop costs £250 + VAT and includes refreshments, lunch and all course materials. You can book online now via [nihf.co.uk](http://nihf.co.uk) or call us on 028 9077 6635.



*With Tim Browne,  
international  
speaker and  
business coach.*

