

PEOPLE
MAKE THE
DIFFERENCE

WYNDHAM HOTELS & RESORTS

2019

Catalog of Offerings
for WH&R Managed Hotels

How Will YOU Make A Difference?

At Wyndham Hotels & Resorts we believe our Team Members make the difference. Whether you want to become more proficient in an application or further develop a particular competency, we are here to help you accomplish your learning and development goals.

“

Let us think of education as the means of developing our greatest abilities.

- John F. Kennedy

”



Professional Development

We offer a variety of courses to support your team members professional development goals. Our curriculum is aligned with Wyndham Hotels & Resorts' **eight competencies**:

 Building Trust

 Business Acumen

 Communication

 Count On Me!

 Driving Results

 Innovation

 Leadership Effectiveness

 Valuing Diversity



If you are looking for further understanding on the competencies, a dictionary can be found in [SuccessMatters > Performance > Help & Tutorials > Wyndham Hotels & Resorts Competency Dictionary](#)

Hotel Operations Development

To help you achieve operational excellence, you also have access to additional courses, tools and resources via the **School of Hospitality Operations (SoHO)**. SoHO offers training specifically designed for your line-level associates and their learning needs. These courses are aligned with our **five hospitality key disciplines**, identified as essential to the success of any WHR property:

 Property Operations

 Revenue Generation

 Leadership & People Management

 Marketing & Sales Management

 Customer Experience

Have You Checked Out MyLearning Lately?

As the official Learning Management System for WHR, MyLearning continues to be the home for all learning and development opportunities.

MyLearning features [user-friendly navigation](#) so you can quickly search and find the training you are looking for with easy [one-click registration](#).

By accessing MyLearning, you will be able to:

- Register for training courses (i.e. workshops, webinars, online courses, etc.)
- Launch live webinars or playbacks
- Launch self-paced courses or videos
- Print a Certificate of Completion for a course you've completed
- Manage your team members learning and development

...and much more!

To learn how to use this tool, [click here](#) to log into MyLearning and search for these two self-paced courses “**SuccessMatters MyLearning Overview**” and “**SuccessMatters MyLearning Quick Guide**”



To access MyLearning via SuccessMatters, please ensure your associates are set up in Oracle with a Wyndham Worldwide ID (WWID) and a valid hotel email address.

Compliance Training

Wyndham mandates that each associate completes required compliance courses upon hire and then re-take those courses as a refresher. In order to remain in compliance, all associates must take the following courses:

A reminder will appear in MyLearning for each associate when they are due to take or re-take these courses.

Legally Mandatory

Completion of these training offerings is required by International, Federal and/or State regulations.

- Managing and Protecting Information
*once every year
- Business Principles
*once every five years
- Global Anti-Corruption
*once every year
- Business Principles Policy Acknowledgement
*once every year
- Supervisor and Manager Sexual Harassment Awareness
*all people leaders

Wyndham Required

These training offerings deliver the knowledge needed for associates to understand and align with the core values of the organization.

- Diversity & Inclusion Leadership
*SM and above
- Introduction to Sustainability
- Count On Me!
- Your Role in Preventing Human Trafficking
- Playback: Human Trafficking in the Hotels Industry: Using New Resources to Stay Alert

Wyndham Recommended

These training offerings contain knowledge that is beneficial to associates in further understanding additional organizational values.

- Is it Bias/Micro inequities
*all people leaders
- Respect in the Workplace
- Fair Labor Standards Act (FLSA)
*all people leaders

General Manager Certification (GMC)

Hospitality Management Program

Connect with fellow General Managers at our new General Manager Certification – [Hospitality Management Program](#)! Whether you're an experienced hotel leader or just starting your career in hospitality, our five-day program helps connect you to the knowledge you need to achieve operational success as a Wyndham Hotels & Resorts hotelier.

You will return to your hotel with a personalized action plan based on you and your hotel needs, including:

- Revenue generation strategies specific to your hotel
- Marketing your hotel based on brand, segment and location
- Leveraging your inventory/reservations systems for increased exposure and revenue
- Executing the Wyndham Rewards® program to grow repeat guests and guest satisfaction and more!

For more information, please visit our website at www.whrconnect.com

All new General Managers are required to complete their General Manager Certification within 90 days. Directors of Sales and Marketing are also required to attend within 90 days for Wyndham Grand, Wyndham, and Wyndham Garden Hotels.

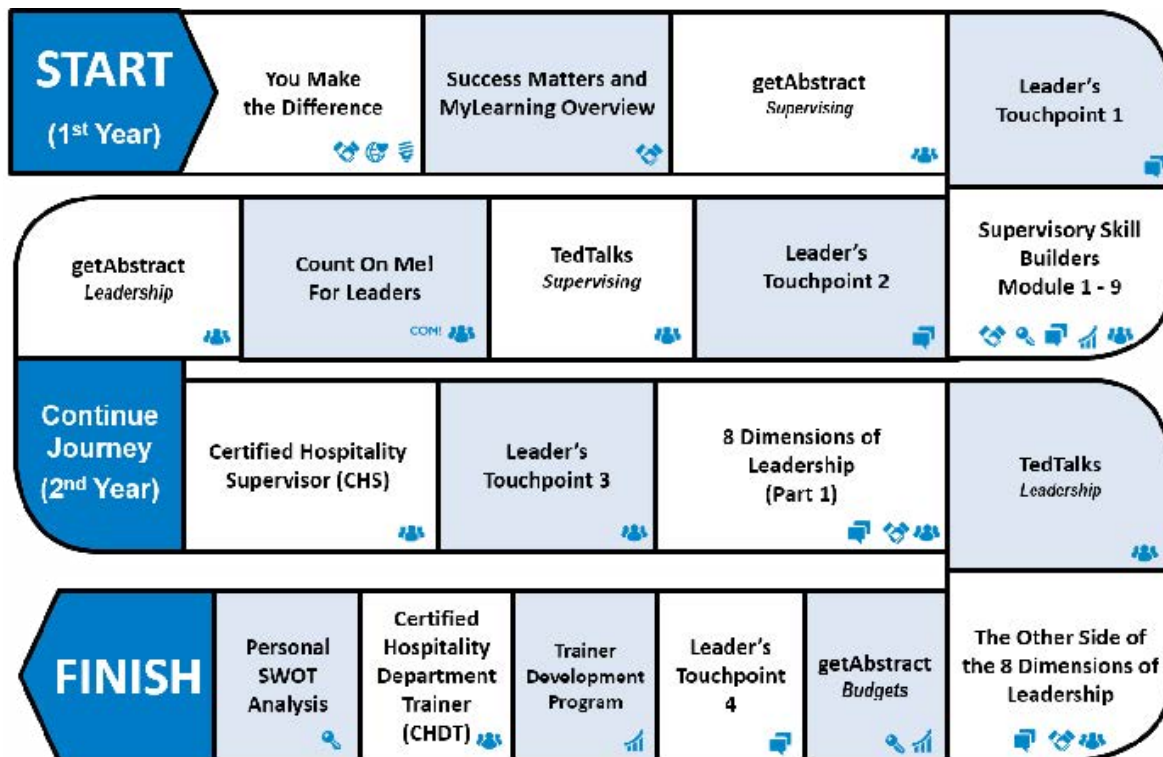


To learn more about the program overall go to www.WHRConnect.com

Learning Journeys

These learning journeys will provide development paths for different leadership levels from our Wyndham Managed Hotels by developing key competencies to grow as a leader within our organization. Each journey offers different learning modalities and will give our leaders an opportunity to implement learnings through on the job experiences.

Supervisor Learning Journey



To learn more ask your Human Resources Leaders

Coming soon!

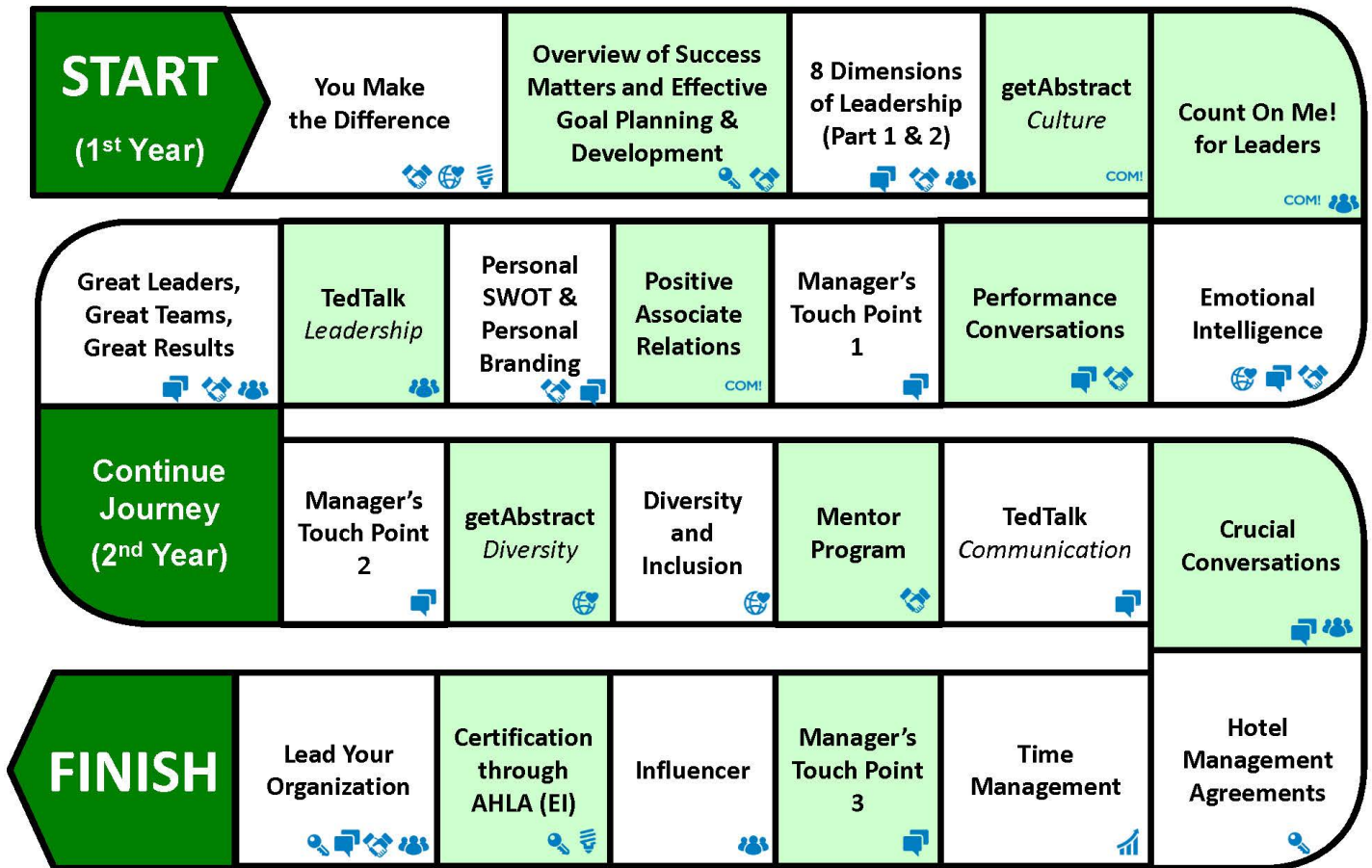
Leader Learning Journey



[more on next page](#)

Coming soon!

Department Head/ EC Member Learning Journey



Learning That Makes A Difference

We offer instructor-led and self-paced courses so you can choose how you want to engage your team members.

Classroom Instructor-Led:

For Team Members:  For Leaders: 

The 7 Habits of Highly Effective People®

duration: 1 days  



Based on the proven principles found in Dr. Stephen R. Covey's best-selling book, you'll gain hands-on experience that yield improved communication, strengthened relationships, increased influence, greater productivity, and laser-like focus on critical priorities. Utilizing the 7 Habits you will learn to "be proactive," "begin with the end in mind," "put first things first," "think win-win," "seek first to understand, then to be understood," "synergize," and how you can "sharpen the saw" to enrich your professional and personal life.

The 7 Habits for Leaders®

duration: 2 days 



New and experienced leaders will acquire a set of tools to help meet today's management challenges, including conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, as well as team and employee development; all based off of Dr. Stephen R. Covey's best-selling book.

The 8 Dimensions of Leadership

duration: 4 hours 



This program will utilize the DiSC® Workplace Profile Assessment to help you understand your preferred style of interaction and how to more comfortably and effectively tailor your style to any situation. Identify your area of opportunity and participate in an interactive discussion around the lessons all leaders can learn from each style, enabling you to craft a multidimensional approach to becoming the leader you aspire to be.

[more on next page](#)


Competency Based Interviewing

duration: 4 hours 



This program will provide leaders at WHR the tools and techniques that will help them determine if a candidate has the right behaviors and attitudes which align to those of the organization and the ability to demonstrate those behaviors when applying their technical skills on the job. This program will help you learn how to build rapport with a candidate, and question and probe to uncover behavioral evidence in order to make the appropriate selection decision.

Count on Me! For Leaders

duration: 1 hour 



Become the champion of Count On Me! at your hotel! Leaders will learn tips and techniques for promoting the Count On Me! service culture by leading, engaging and rewarding associates. Learn how you can utilize the COM! service culture to its fullest potential.

Crucial Conversations®

duration: 2 days  



“Get Unstuck” with best practice skills for high-stakes interactions. Discover how to create alignment and agreement by fostering open dialogue around high-stakes, emotional, or challenging topics. Learn how to speak and be heard (and encouraging others to do the same), to surface the best ideas, make the highest-quality decisions, and act on your decisions with unity and commitment.

Effective Goal Setting and Development Planning

duration: 1 hour  



Learn the key principles of effective goal setting and development planning. Review the performance management cycle, identify goals and tools to write and validate your goals. Additionally, understand the development planning process and the tools to help you achieve your development goals. For leaders, we'll also review how to cascade goals through SuccessMatters.

Influencer Training™


duration: 2 days  



Learn how to proactively lead through influence and rely less on formal authority to effectively motivate and empower others. Influencer teaches how to effectively deal with resistant and persistent problems. It works by clarifying meaningful results, identifying vital behaviors, and focusing on Six Sources of Influence.

more on next page 

Personal Branding

duration: 1 hour 



Many people think about branding in terms of a product, but the same is relevant to our own personal brand. As opportunities arise we want to ensure that we put ourselves out there, but must spend time focusing on how we build this brand of ours. In this course we will learn to think about how we can make our brand distinctive, relevant and evolving.


Sales Essentials

duration: 4 days  



This course will teach you how to pre-call plan, help prospect new leads to get that first appointment, show the steps to develop rapport and relationships, show how to create and use value selling, teach OBF (Objective, Benefits and Feature) techniques, help to close on more business, and most importantly how to close the sale. Each participant will be captured on video to have a visual comparison of pre- and post-training salesmanship skills, along with written feedback to enhance specific skills. [click here >>](#)

Take Control of Your Career: Personal SWOT Analysis

duration: 1.5 hour  



In order to accomplish the things that matter most in our professional and personal lives we need to learn how to manage those distractions and work toward our goals. This course can help you identify your time drains, move from procrastination to determination, and help you navigate your path to success.

Time Management - Achieving Your Goals in Today's Hectic World

duration: 1 hour  



In order to accomplish the things that matter most in our professional and personal lives we need to learn how to manage those distractions and work toward our goals. This course can help you identify your time drains, move from procrastination to determination, and help you navigate your path to success.

Writing and Delivering Performance Assessments

duration: 1 hour 



Learn the key principles of effective appraisals, including objectively assessing individual performance, providing constructive feedback and setting measurable goals. Understand the performance management cycle, goal setting, and where to find these items in SuccessMatters.




Check out your bi-weekly Human Resources communication update for upcoming dates and times or visit [Success Matters!](#)

Online Instructor-Led:

For Team Members:  For Leaders: 

Count On Me! Service Culture Webinars

duration: 1 hour  

Count On Me! (COM!) is Wyndham Hotels & Resorts culture-building program. Built on a foundation of three building blocks and nine behaviors, COM! reinforces our commitment to customer service and challenges all associates to live the COM! commitment. For additional information about Count On Me! please go [here >>](#)



Inform, Perform and Advance Webinars

duration: 1 hour  



This informational series is designed to keep hotel Owners, General Leaders and key personnel up-to-date on Wyndham Hotels & Resorts (WHR) strategic initiatives. During these insightful webinars, subject matter experts will share new programs, policies and strategies, and how these initiatives affect your day-to-day operations and bottom line. Check MyPortal often to see upcoming topics and to register go to the SoHO Learning Zone/MyLearning.



Property Management Systems (PMS) Webinars

duration: 1 hour  



Delivered by Opera, WynGuest and SynXis application experts, these interactive one-hour webinars, will teach you how to get the most out of your Property Management System through our “Ask the Expert” series. You will receive real-time answers to any issues that you have been facing or learn more about new features in your system. These webinars are specifically designed for those managing reservations and revenue. More details available [here >>](#)

Webinars on Wednesdays

duration: 1 hour  



These webinars are delivered by subject matter experts to offer the latest trends and updates in the hospitality industry. These interactive and engaging webinars are a great opportunity to help develop your hotel staff into a high performing team. Our Webinars On Wednesdays are delivered live and playbacks of past topics are also available. More details available [here >>](#)

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Online Self-Paced:

For Team Members:  For Leaders: 



Online Courses and Videos

duration: varies  



Available 24/7, Online Courses and Videos provide owners, managers and line-level staff ongoing training at times that are convenient for them, anywhere there is a computer and Internet connection. Employees can gain valuable on-the-job training on guest service, housekeeping, maintenance and more. Select courses are also available in Spanish. More details available [here >>](#)

Quick Tutorials

duration: varies  



Our suite of tutorials is designed to provide Owners and General Managers with basic knowledge of WHR resources and tools, and how to use them. We offer tutorials on tools such as MyPortal, WynSource and WynPay. Access these tutorials by going to [MyPortal](#) > **Learn with SoHO** > **Quick Tutorials**.

Revenue Management Concepts

duration: varies  



This bite-size learning series consists of six short videos covering common concepts used in hotel revenue management

- Primary Metrics
- Special Events
- Stay Restrictions
- Revenue Opportunity
- Demand
- Best Available Rate (BAR)

To access these modules [click here >>](#)

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Revenue Management Foundations

duration: varies 
    

This 2-hour online course discusses how to form a cooperative revenue management team to implement

sound pricing strategies and tactics. It also uses an exploratory learning approach to explain:

- Skills and role of revenue managers
- Benefits of revenue management practices and systems in lodging operations
- Reports that assist with fair market share forecasting
- Occupancy and rate optimization tactics
- Group management considerations
- Evaluating other revenue sources
- Common mathematical computations used to determine a hotel's potential revenue performance

To access these modules [click here >>](#)

EzLITE Advanced

duration: varies 
    

Learn advanced EzLITE functionality with these six (6) self-paced modules:

- Forecast Graphs and Reports
- Historical (Actuals) Graphs and Reports
- OTB Graphs and Reports
- Pickup Graphs and Reports
- Viewing Multiple Properties
- Revenue Manager Daily Favorites

To access these modules [click here >>](#)

EzLITE Fundamentals

duration: varies 
    

This training is a must prior to installing EzLITE RMS at your hotel and can also be used to train your associates on basic EzLITE functionality. It includes:

- Overview of the EzLITE application
- Navigation of the EzLITE Favorites menu
- Four (4) simulated training modules
- Managing rate categories

To access these modules [click here >>](#)

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Wyndham Competencies Development

duration: varies 

In addition to software skills development, in Success Matters you will also find over 130 online self-paced courses to help you develop and grow in each of our core competencies. Below you will find a sampling of courses within each competency.

Building Trust

- Using Emotions to Build Trust
- Behavioral Flexibility of the Leader
- Customer Relationship: Building Trust
- Developing Your Emotional Conscience

Business Acumen

- Creating a Vision for the Future
- Focusing On Your Priorities
- Time Management

Communication

- Giving Feedback that Gets Results
- Competency Development: Asking Your Boss for Direct Feedback (Employee)
- Identify Your Communication Styles
- Handling Difficult Customers

Count On Me!

- Competency Development: Exploring and Meeting Your Customer Needs (Leader)
- Developing an Interpersonal Communication Strategy
- Competency Development: Recognizing Your Employees Accomplishments and the Difference They Make (Leader)

Driving Results

- The Power of One - Taking Accountability to Get Results
- Project Management: Creating a Culture That Capitalizes Strengths of a Team (Manager)
- Customer Loyalty Improvement

Innovation

- 5 Secrets of Creative Minds
- PROAction: Change Innovation and Opportunity
- Fostering and Maintaining Motivation

Leadership Effectiveness

- Developing a Strong Leadership Team
- Effective Cross Functional Leader Communication
- Developing Diverse Teams
- Everyone is a Leader
- Using Leadership Basics
- Becoming a Manager / Coach
- Engagement Retention: Turning an Employee's Mistake Into a Coaching Moment (Leader)

Valuing Diversity

- Valuing Diversity
- Valuing Diversity for Leaders
- Americans with Disabilities Act
- Communicating Cross Culturally



To access these online courses go to [Success Matters](#) and search for a specific course name or competency.

Developing Your Team Makes A Difference

If you are a people manager looking for ways to enhance interaction, communication and collaboration within your team, **Emergenetics** is a fun team-building exercise for teams of all sizes and functions.



Meeting of the Minds

duration: 6 hours



This half-day highly-interactive (and do we dare say, fun!) Emergenetics workshop focuses on personal knowledge of how thinking and behavior affect the work environment including productivity, team effectiveness, communication and creativity.

Each participant takes an online Emergenetics Profile in advance, and in the workshop learns about their thinking and behavioral preferences and how those preferences impact communication, perception and teamwork.

Benefits for your team include:

- Insight into how they think and behave
- Knowledge of their colleagues thinking preferences to improve communication
- Hands-on team-building exercises in communication, motivation, efficiency and more



To learn more ask your Human Resources Leaders

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The Power of WE

Building on the framework established during Emergenetics: Meeting of the Minds, the Power of WE Series provides a new window into thinking, behavior, collaboration, and action.

Power of WE links established methods for building team skills and competencies with proven ways of understanding people. It is the building block to generate high performance, combining an understanding of how to utilize cognitively diverse teams with an awareness of how to perform tasks in more creative, effective ways.

These 2 to 4 hour modules drive performance by enabling individuals and teams to leverage their strengths to improve essential business functions. These modules are delivered through engaging and hands-on activities that aid learning and knowledge retention.

Modules Offered:

Note: All participants in The Power of WE modules must have previously taken their Emergenetics Profile and attended a Meeting of the Minds workshop.



Leveraging the Power of WE

duration: 3 hours



Building on the framework of Emergenetics, Leveraging The Power of WE provides additional insight into thinking, behavior, collaboration, and action. This module provides understanding of how to utilize cognitively diverse teams with an awareness of how to perform tasks in more creative, effective ways. Organizations can tap into both individual potential and team capacity to maximize results and take performance to unprecedented levels.

Problem Solving

duration: 4 hours



The Problem Solving Power of WE module blends an individualized view-how do I see problems and generate solutions, and a collaborative team view-how do others approach problems and what can I learn? Participants will learn to focus more on the problem, not the process, and become more fluid in transitioning processes. By leveraging behavioral and thinking preferences, participants can improve problem understanding and more effectively create alternative solutions.

The Power of WE

Managing Change

duration: 4 hours



Creating nimble, dynamic organizations ultimately comes down to how well individuals process and understand change. Part of the Leveraging the Power of WE series, the Managing Change module showcases proven change management approaches, examines widely varied approaches to change and builds each employee's change skills by utilizing their existing cognitive and behavioral strengths. It's a multifaceted approach examining intensity, responsiveness and action-orientation to change, and it's all rooted in brain-based insight.

Team Norms

duration: 2 hours



Organizations are social microsystems influenced by unwritten codes of behavioral rules, or norms. Team Norms builds on the Emergenetics Power of WE approach by helping participants understand the value of creating norms that appeal to each member's Emergenetics attributes. During this workshop, participants will identify shared values and strategize common goals. They will also learn about the elements of an "ideal" work environment. Participants will also create a commitment for action and put the plan to the test.

Trust

duration: 4 hours



Part of the Power of WE series, the Trust module is fundamentally about developing collaboration and accountability. It starts by creating clarity around the definition of trust and what it means to different people. Trust is then explored via different thinking and behavioral patterns to understand how it's built, cultivated, and maintained, or at times, broken. Participants are empowered to create a model for trust that harnesses individual strengths as well as differences, drives teamwork and reinforces the importance of accountable, results-driven work.

Innovation

duration: 4 hours



The Innovation Power of WE module starts by empowering individuals to create innovative ideas through their own unique preferences. The module then addresses long-term innovation across teams, focusing on how to create a culture that values, builds and sustains innovation. This is accomplished by linking individual Emergenetics thinking and behavioral tendencies into actionable perspectives, generating ideas and outlining a clear strategy for implementing innovation collaboratively. Participants will identify a model to generate solutions that takes into account the true nature of complex problems and challenges, and addresses them in a manner that encourages innovation.

The Power of WE

Harnessing Differences

duration: 4 hours



Diversity is shaped by the broad mix of contributors in the workforce today. Continuing to build on the Emergenetics Power of WE approach, employees learn how to harness differences in an action-oriented way that uncovers and leverages the diversity found in teams and organizations. By examining why diversity and differences are important, participants will learn the appropriate guidelines to form a deep appreciation and value of individual uniqueness.

Mission

duration: 3 hours



Developing an effective mission enables an open, vibrant environment where different perspectives are considered, where high performance is the norm, and where results are measured. The Mission module continues to build on the Emergenetics Power of WE approach and will help participants formulate a more connected, informed perspective on their role and contribution within the organization.

Goal Setting

duration: 4 hours



In this Goal Setting module participants will learn how to create goals that appreciate Emergenetics brain-based approaches and adhere to high standards for effectiveness. In this module, participants will develop the knowledge and tactics to make goals both effective and actionable, employ a broad spectrum of methods and approaches to reach challenging, goals, and understand how aligning goals is critical to individual and organizational success.

Team Performance

duration: 2 hours



The Emergenetics Power of WE approach helps teams learn how to harness individual strengths and how to apply them collectively to improve overall team performance. During this Team Performance module, teams identify potential challenges that are unique to their group, and develop strategies to overcome them, creating the balance that is crucial for sustained superior performance.

more on next page 

The Power of WE

Resolving Disagreement

duration: 4 hours



The Power of WE Resolving Disagreement module explains how conflict and disagreements arise, where potential roadblocks to resolution exist, and how individual differences in thinking and behavior can shape opinions and cause disagreements. It also provides practical, logical and concrete strategies for uncovering the roots of disagreement and bridging new understanding via respectful and positive communication. Utilizing the Emergenetics Power of WE approach, participants learn how to advance in difficult situations, navigate emotional scenarios and come to mutually beneficial solutions. This module empowers participants to leverage conflicting ideas by reframing disagreement into a more objective lens of thinking and behavioral differences. Participants will examine how disagreement and conflict can be productive, and they will identify tactics and strategies to resolve conflicts quickly and in a mutually beneficial way.

Time Management

duration: 4 hours



Time Management isn't about scheduling, writing down appointments, or setting reminders. It's about channeling each person's distinctive approach to time that provides them with the greatest capacity for successful execution. With the Emergenetics Power of WE approach, participants attending the Time Management module will learn and craft not only their own unique time management strategies, but learn how to best leverage the ways that others approach time. Participants will learn the distinctive perspectives of time from all aspects of the thinking and behavioral spectrum, and will also define how time management techniques link to all other strategic and tactical work needs.



To learn more ask your Human Resources Leaders



Certifications

In partnership with the [American Hotel and Lodging Educational Institute \(AHLEI\)](#) we offer the following certifications at member price:

Certified Hotel Administrator (CHA®):

One of the most prestigious certifications in the industry, CHA recognizes those individuals who have demonstrated exemplary leadership and managerial abilities in a hospitality setting. More details available [here >>](#)

Certified Hospitality Department Trainer (CHDT®):

CHDT recognizes hospitality professionals for their knowledge and skills in training employees within a department. More details available [here >>](#)

Certification in Hotel Industry Analytics (CHIA®):

Geared to revenue managers, general leaders, corporate staff, and research professionals, CHIA is the only hotel-related certification for industry professionals focused on analytics. More details available [here >>](#)

Certified Hospitality Supervisor (CHS®):

Hospitality supervisors must have effective skills such as leadership, time management and communication. The knowledge and skills gained by completing the Supervisory Skill Builders Online program will prepare you for the Certified Hospitality Supervisor exam. More details available [here >>](#)



To learn more ask your Human Resources Leaders

“Don't forget to use the promo cod WYNHG when checking out to receive the discounted pricing!”

More Learning And Development Opportunities

Educational Assistance

Part of managing your career can mean continuing your education and professional certifications. Your hotels Educational Assistance program offers up to \$1,000 USD reimbursement to all eligible associates.

Book and Video Summaries

Learn the key points of a business book or TED Talk in just 10 minutes! getAbstract summarizes thousands of the latest and most influential business books and Ted Talks and compresses the information from each title into 2-5 pages - from finance and management to sales and careers, you'll never miss a trend!

Access to getAbstract is free for Wyndham associates. Follow these three simple steps:

1. Visit getAbstract by going to **Wyndham Nation > Career Concierge > getAbstract** or go directly to www.getabstract.com/portal/wyndham
2. Click "Member Sign In" in the upper right corner
3. Fill out the "New getAbstract Account" section using your @wyn.com email

Once you sign up you can open the summaries right on your desktop or your mobile device by downloading the getAbstract app.



Meet Your Facilitators

Our facilitators are an experienced group of professionals located all over the country. Click on each facilitator to learn a little more about their experience.

Row Zolman

George Murphy

Shazel Muhammad

Debbie Williams

Natacha Garcia

Diana Beltran

Audrey Broyles
Your Dedicated Learning and Development Manager

Go Ahead, Contact Us- It Makes A Difference!

We are here to help - contact Audrey Broyles, your dedicated Learning and Development Manager, at Audrey.Broyles@wyndham.com or (973) 753-7301

At Wyndham Hotel Group we believe
our team members make the difference!



We won GOLD for Best Marketing Impact in 2013, BRONZE for Best Learning Team in 2014 and SILVER for Best Use of Performance Support and Best Learning Team in 2015 in Brandon Hall's Excellence Awards!

