



**Cambrian
Training**
**Hyfforddiant
Cambrian**



Effective and focused Management

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Cambrian Training



Cambrian Training Company was established in 1995 in Welshpool, Powys.

One of 10 commissioned contract holders in Wales.

We have offices in Welshpool, Holyhead, Colwyn Bay, Builth Wells and Llanelli

What do we offer?



We are a multi-award winning training provider solely focused on improving skills through work based learning across Wales

We currently deliver work based apprenticeships from Levels 2 – 5 in:

- **Hospitality**
- **Business & Administration**
- **Management**
- **Financial Planning Services**
- **Food & Drink Manufacturing**
- **Sustainable Resource Management**
- **Health & Social Care**
- **Childcare learning & development**
- **Digital Marketing**
- **AAT Accountancy**
- **Active Leisure**

Benefits for your business



- **Upskilling your workforce**
- **Reduced staff turnover**
- **Improved staff engagement**
- **Greater local community engagement**
- **Welsh Government funded**
- **Your business can build a legacy within the local community and become a talking point for all the RIGHT reasons**



Hospitality Management apprenticeships – levels 3 and 4

What is a supervisor/manager?



What do you think your role as a supervisor/manger involves?

How does your team member see you and your role?

Friend!

Disciplinarian!

Parent!

Confident!

Mentor!

Relationship advisor!

Referee!

All of the above!

Understanding your team



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What makes your team tick?

How do you get the best out of your team?

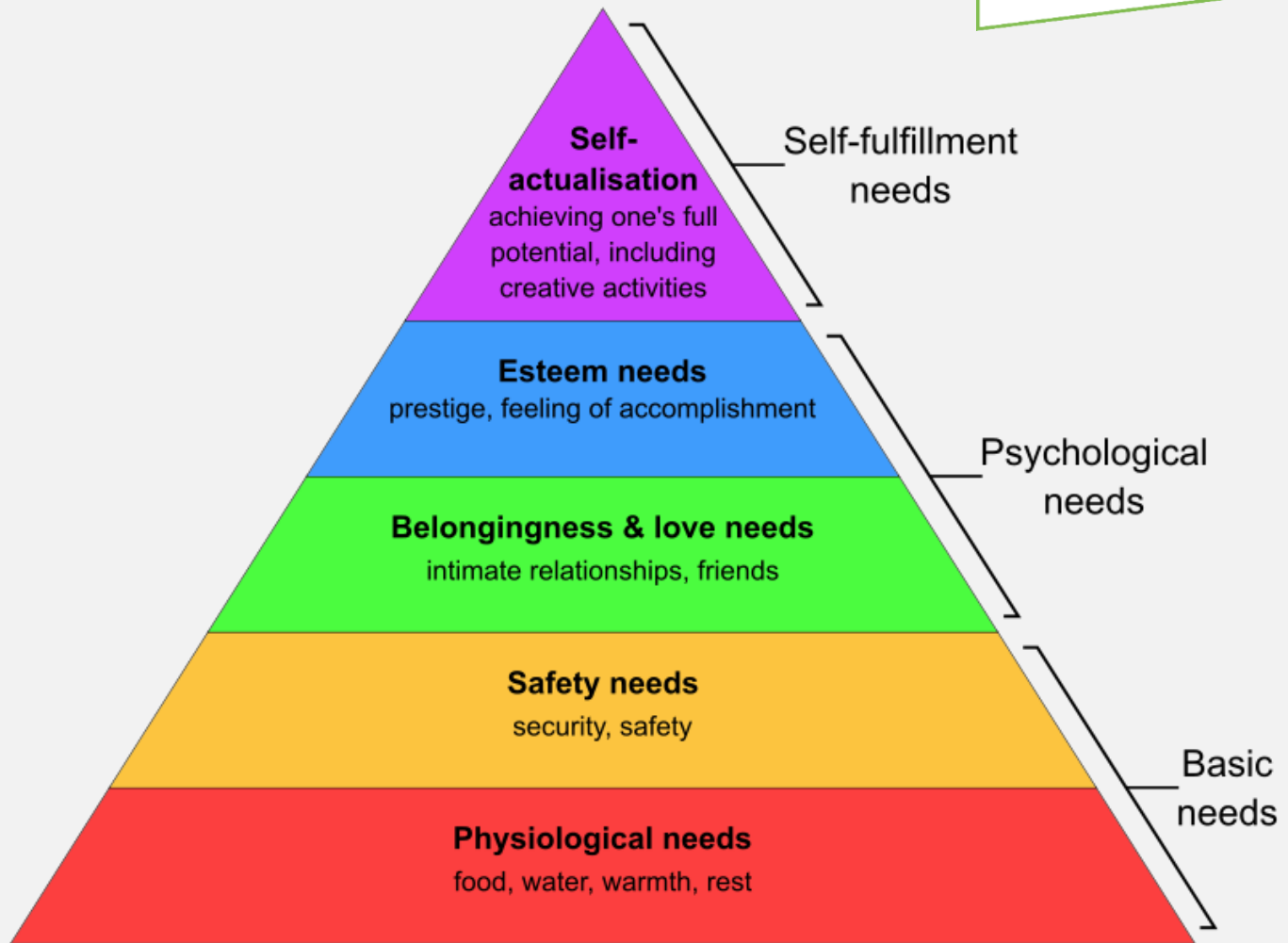
Does your team respond better to financial
Reward over verbal recognition?



Maslow's hierarchy of needs



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Strategic Management



Management styles



Autocratic – do as I tell you

Democratic – lets discuss it as a group

Laissez-faire – do it how you want as long as it gets done

Chaotic – do it as fast as you can

Persuasive – I will convince you to do it

Coaching – inspirational and confidence building

Does “one shoe fit all” approach work?

Non-verbal communication

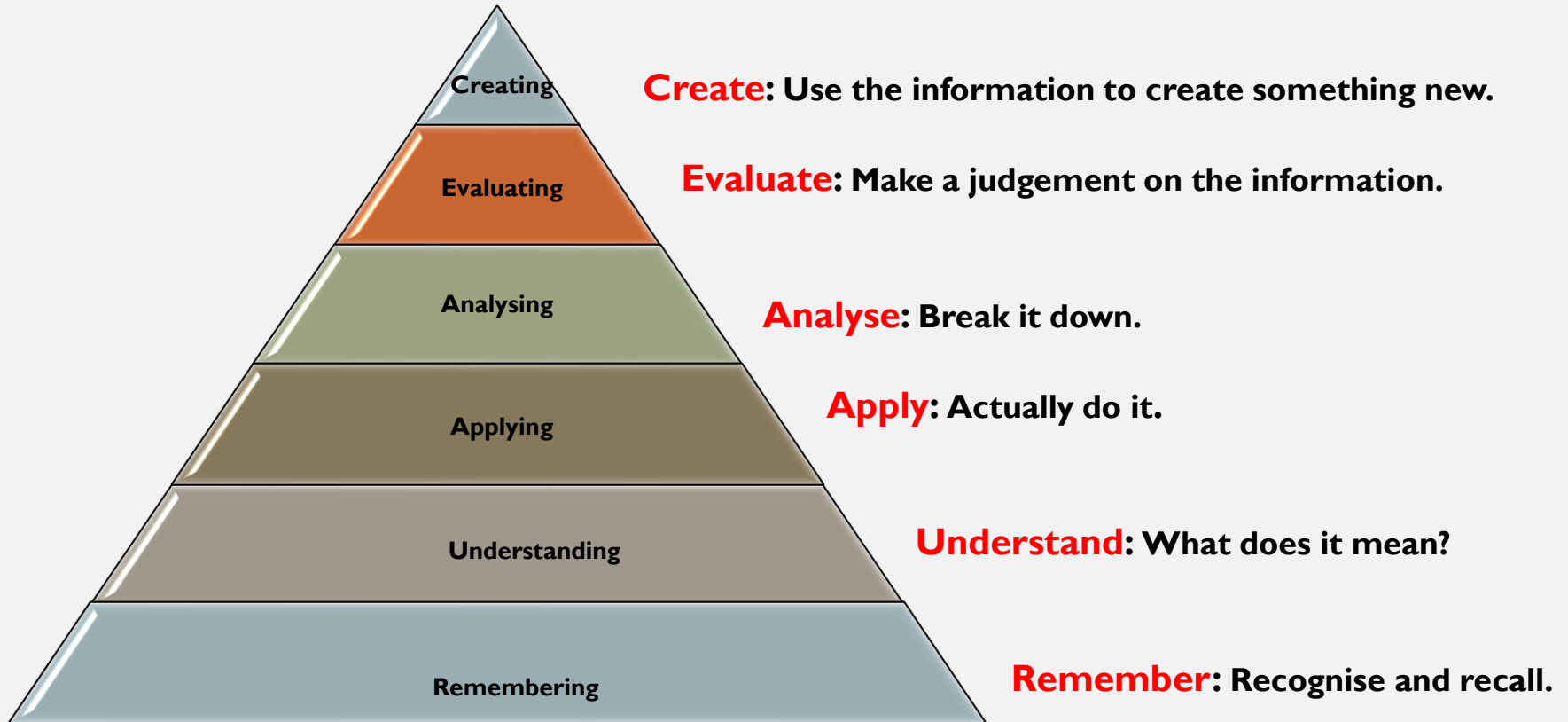
One of the most important features in a managers skillset!

Body language – eye contact – facial expression



Taxonomy –The classification of learning & development

Cognitive (Thinking) Affective (Feeling) Psychomotor (Doing)



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Supervision & Management



The Hospitality supervision and leadership level 3 and the Hospitality management level 4 bring together the concepts and strategies to effectively lead the team.

Including:

Setting objectives

Coaching

Mentoring

Appraisals

Regulations

Leading and managing meetings

Employment rights



**For more information please visit
www.cambriantraining.com**