HOSPITALITY LEADERSHIP CERTIFICATE

Program Description

A hospitality leader's ability to guide their organization strategically, while maintaining their credibility and fostering a collaborative environment, is a difficult balancing act yet one that must be accomplished.

This certificate program will not only help you gain the skills to strategically assess and innovate within your organization, but also the ability to build trust within your team, enhance your listening skills as a leader, and create expectations and goals that will effectively drive team performance. The courses cover a broad range of leadership content that will help you critically evaluate your current leadership style while providing you with the necessary tools to improve and grow as a leader.

Whether you are currently in a leadership role or are positioning yourself for one, this program gives you the opportunity to learn from experts in the School of Hotel Administration at Cornell University, one of the world's most prestigious hospitality schools.

Key Takeaways

- Identify distinguishing differences between managing your team and leading within your organization
- Develop a process framework for leading change initiatives
- Foster ethical conduct to promote service excellence
- Detect and address impediments to your credibility with subordinates, superiors, and others with whom you interact professionally
- Diagnose team skill sets and develop a plan to build synergy and collaboration
- Develop a broader understanding of how cultural rules, stereotypes, and assumptions inform the way you think and work

What You'll Earn

- Hospitality Leadership Certificate from Cornell School of Hotel Administration
- 60 Professional Development Hours (6.0 CEUs)

Who Should Enroll

- Hospitality leaders working in any function within an organization
- Professionals looking to move into a hospitality leadership role

Total Investment

- 3 months to complete all the courses

How To Enroll

For more information on how to enroll, please visit Hospitality Leadership Certificate (https://ecornell.cornell.edu/certificates/hospitality-and-foodservice-management/hospitality-leadership/).

Program Requirements

Code	Title	Hours
Required Courses		
eCornell LSM59	Becoming a Strategic Leader	
eCornell SHA782	Leading Service-Focused Transformation	
eCornell SHA78	Creating an Agile Enterprise	
eCornell SHA784	The Power of Experimentation	
eCornell SHA73	Making Strategic Change Happen	