

'The Murray' Resilience Mindset for Tourism & Hospitality Businesses



Murray Regional Tourism invites you to register for our FREE sessions to support Tourism and Hospitality Businesses. Don't miss out on this fantastic opportunity to accelerate your business!

'The Murray' Resilience Mindset for Tourism & Hospitality Businesses, presented by Darren Fleming

'The Murray' Tourism Resilience Mindset program is designed to strengthen the operational resilience and performance of tourism and hospitality businesses. By enhancing leadership, decision-making, and stress management capabilities, this program ensures businesses are well-equipped to thrive in a dynamic and competitive environment.

SESSION 1: Enhancing Focus and Productivity

GOAL: Equip participants with concentration techniques to boost productivity and optimise guest service.

TOURISM BENEFIT: Improved focus results in more efficient operations and reduced errors, enhancing the overall guest experience and increasing customer satisfaction.

SESSION 2: Identifying and Managing Stress Triggers

GOAL: Provide tools to recognise and manage stress triggers that impact business performance.

TOURISM BENEFIT: Reduced stress among staff and managers leads to improved service delivery, fostering a positive environment for both employees and guests.

SESSION 3: REFRAMING BUSINESS CHALLENGES

GOAL: Help participants reframe negative thought patterns, enabling better responses to business challenges.

TOURISM BENEFIT: More effective problem-solving and decision-making enhance the adaptability of businesses in responding to customer needs and market changes.

SESSION 4: Managing Stress at the Operational Level

GOAL: Understand how brainwave patterns affect stress and apply techniques to manage workplace stress.

TOURISM BENEFIT: Reduced stress and burnout lead to higher staff retention and better guest interactions, ultimately boosting customer loyalty.

SESSION 5: Understanding Staff Dynamics

GOAL: Learn how staff react to their environment and manage these reactions to reduce workplace tensions.

TOURISM BENEFIT: Improved team dynamics and reduced conflict result in a more cohesive, efficient workforce, enhancing operational outcomes and guest satisfaction.

SESSION 6: Embedding Resilience for Long-term Success

GOAL: Teach strategies to deactivate stress triggers across various areas of business, creating a resilient, adaptable mindset.

TOURISM BENEFIT: Long-term business resilience ensures businesses are better equipped to handle market shifts, improve customer service, and sustain growth.

2025: 6 SESSIONS ACROSS 6 WEEKS

Date: Thursday 16 January - Thursday 20 February

Time: 11.00am - 12.00pm. **Location:** On-line.

[CLICK HERE TO REGISTER](#)



DARREN FLEMING

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www.murrayregionaltourism.com.au