



BE PEOPLE SMART Watch Productivity Soar

Understanding your communications style and how it relates to others' styles improves relationships, productivity and creates a better environment for everyone.

The ever-increasing pressures of the hospitality industry – employee turnover, expecting smaller teams to do more, the overall competitive nature and speed of what you do – make leading people on your team even more challenging. Organizations are human systems to be cultivated, and developing your organization takes time – which you often feel you don't have. However, sometimes slowing down, and getting to know your team members' styles, can result in higher productivity and better results.

Each person is unique, not just in their knowledge and skill set, but also in how they approach people and problems. Research tells us that managers who are people smart (have high Emotional Intelligence) are better leaders, retain top performers and get the best from their people.

- *understand and improve your Emotional Intelligence*
- *become more aware of your own behavior style*
- *learn to read the styles of others and adjust your style to improve communication and increase productivity*



[Dean Savoca, M.Ed., BCC, CSP™](#) is the performance development partner for leaders who want highly-effective teams that are focused, aligned and inspired. Simply put, Dean helps leaders coach their people. A 25-year veteran of the meetings and events industry, Dean combines an early career in hospitality sales and operations with a Master's Degree in Organizational Performance and Change, and has spent the last 15 years speaking, training and coaching on leadership and development. He helps participants identify the core issues they face daily that impact performance development, people management and team alignment – and rallies them to action, *often right there in the room*. **The result is a better bottom line** – boosted by improved performance, higher productivity, and more cohesive teamwork. Dean is a board-certified coach and has conducted 10,000 executive coaching sessions. He is also a Certified Speaking Professional™, conferred by the National Speakers Association, and actively involved in several industry associations.