

Client Spotlight

A Leading Luxury Hospitality Group

Challenge

A leading luxury hospitality group set out to strengthen personal effectiveness and team leadership across its people, in a business where world-class service depends on how well individuals manage themselves and how well teams are led. It wanted its managers and their teams to work more productively, lead more effectively and deliver consistently against exacting brand standards.

The organisation wanted a partnership that could develop capability across several areas, from personal productivity to team leadership, and grow with the business over time rather than a single, fixed course.

Our Approach

FranklinCovey Middle East partnered with the organisation across a range of complementary programmes: The 7 Habits of Highly Effective People for personal effectiveness, The 5 Choices to Extraordinary Productivity for managing time and energy, The 6 Critical Practices for Leading a Team for front-line leadership, and Project Management Essentials for delivering work reliably.

The partnership was underpinned by an All Access Pass, which the organisation expanded over time as usage grew, giving it broad, ongoing access to FranklinCovey content and the flexibility to develop more of its people across more topics as its needs evolved.

KEY ELEMENTS OF THE INITIATIVE

- Personal effectiveness through The 7 Habits of Highly Effective People.
- Productivity and energy management through The 5 Choices to Extraordinary Productivity.
- Front-line team leadership through The 6 Critical Practices for Leading a Team.
- Reliable delivery through Project Management Essentials.
- An All Access Pass, expanded over time as adoption grew.
- A flexible, multi-year partnership spanning several capabilities.

Business Outcomes

The partnership gave the organisation a broad, consistent foundation in effectiveness, productivity and team leadership, equipping its people to manage themselves well, lead their teams and deliver reliably against the high standards of a luxury brand. Delivered across complementary programmes, it built capability where the business needed it most.

By expanding its All Access Pass as adoption grew, the organisation embedded development as an ongoing, flexible capability rather than a one-off event, positioning it to keep raising performance and service quality across its people over time.

Industry

Luxury Hospitality

Region

UAE

Delivery

Facilitated workshops plus an All Access Pass, expanded over time

Engagement

Multi-year leadership and effectiveness partnership

Frameworks

7 Habits, The 5 Choices, 6 Critical Practices, Project Management Essentials