

Rosen Professional Internships Leadership Development Workshop Series

The **Leadership Development Workshops Series** reached a milestone during the Spring 2019 semester with over **10,000 students** in attendance since its inception in the Spring 2017 semester. The series was created using direct feedback from employers with the goals to educate, mentor, and develop students into marketable and hireable leaders in their chosen career field.

Each Internship class invites industry leaders to facilitate a workshop on a specific leadership topic. Topics are targeted for the level of the internship class and vary each semester. Topics range from **Personal Branding**, Creativity in the Workplace, What Employers Look for in YOU, Business Social Media, Transferable Hospitality Skills, Growth Through Change, Owning up to a Mistake, **Multi-Generations in the Workplace**, **Empathy in the Workplace**, Professionalism and Business Etiquette, Networking and Joining Professional Associations, and Workplace Accountability. The series covers current industry trends and important social and culture issues in our industry.



Human Trafficking in the Hospitality Industry, facilitated by United Abolitionists (Florida Abolitionist).

Rosen College Alumni Aaron Pressman presented on “Transferrable Skills in the Hospitality Industry”. Aaron currently works for the **Emmy Award winning edgefactory**.

Students have the opportunity of listening and learning to leaders from Reunion Resorts, **Walt Disney World**, Marriott, Kennedy Space Center, SeaWorld Live Entertainment, **Hilton Worldwide**, Dazian, Royal Caribbean, Herschend Family Entertainment, Florida Music Festival, International Association of Amusement Parks and Attractions (IAAPA), Merlin Entertainment, Seminole County Tourism, Orange County Convention Center, Holland America, and **Entertainment Technology Partners**. These leaders bring a true sense of value to the series by providing our students with real-world insight in a classroom setting. It is also important to recognize the dedication of our speakers who take time out of their day to share their experiences with our students; without their participation this series would not be as successful. The **caliber of presenters** shows the commitment of our industry partners, with CEO’s COO’s, President’s and Director’s facilitating the workshops.



Kennedy Space Center presenting on “Managing Workload Expectations”.



Drury Hotels facilitated the workshop on “**Leadership Skills for Management in Training Programs and Internships**”

The series also incorporates panels where four to six panelists present on a brief topic, ending with questions from the student body in attendance. Panels have included **Women in Entrepreneurship**, Young Managers, **Entertainment**, and a Sports panel. The panels have been wildly popular due to the quality and diversity of the speakers. Students enjoy the Q&A time with the panelist, asking specific questions geared towards their future careers. The series has become so popular that guest speakers are booked a semester, if not a year in advance.



Entertainment Panel: Entertainment Technology Partners, Gaylord Palms Entertainment, and Press Play Entertainment.



Young Leaders Panel with Rosen College Alumni.

Students have found the series to be an engaging learning activity stating “*I learned you must take advantage of every opportunity that you have*”, “*Leading by example is a great way to not only get the job done, but also earn respect of the people that work for you*”, “*I’ve learned that it’s best to push yourself to be better all the time*”, “*I learned to put myself out there and if there’s a job or goal I really want to achieve, to go for it*”, “*All failures are learning opportunities even if it is not the outcome you wanted*”. These comments prove that the series is achieving the desired outcomes and are **developing our students into Hospitality Leaders**.

Employers have confirmed that the series is working; it is developing our students to be future leaders. Statements from employers include “*Valerie is a strong leader with a healthy work ethic*”, “*Direne demonstrated excellent attributes that will make her a great leader one day*”, “*Samantha although new to the team, is one of our strongest team members and exudes confidence and positive personality*”, “*Alex is a great asset to our team. He always has a positive attitude and is ready to tackle whatever comes his way*” “*Hiring Hannah for her internship has proven to be one of the best decisions that I have made during my 20 years in hospitality management. Hannah has been nothing short of a stellar ambassador for Rosen College and the University of Central Florida*”. When leaders in the industry **see our students as future leaders**, this reinforces the fact the series is having **positive impact on our students**. Additionally, the workshops provide brand recognition for organizations not familiar to the students.

To add additional significance and value, students who attend five or more Leadership Development Workshops pre semester are invited to a **Thank You Breakfast** hosted by our Dean, Dr. Youcheng Wang. The students are presented with a Leadership Certificate and share their take-aways from the workshops. The industry leaders who facilitated the workshops that semester are invited as well, and share their “Words of Wisdom” with our star students. So far, over **300 students have received Leadership Certificates** for their attendance and participation.

We have always believed that the best learning combines the classroom setting with professionals in the industry. The Leadership Development Workshops Series exemplifies this model and is proven to be a true measure of success for both students and our industry partners.

For more information, or to present at a workshop:

<https://hospitality.ucf.edu/industry-employers/> or email Program Director Jessica.Wickey@ucf.edu