Checklist in order to make sure that this presentation is well received and everybody can read what is on the screen.

Screen dark?  
Lights in room ok?  
Remote working?  
Microphone ok?  
Sound not too loud?
Nepal: Gateway to the Himalaya
Emotional Intelligence, and tourism in Nepal

What you think, you become.
What you feel, you attract.
What you imagine, you create.
- Buddha.

What business are we in?
Emotional Intelligence, and tourism in Nepal

What you think, you become.
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What business are we in?
Emotional Intelligence, and tourism in Nepal

What you think, you become.
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- Buddha.

What business are we in?
We are in the people business!

People, people who need people are the luckiest people in the world.
People who need people .....
are the luckiest people in the world
We all live under the same sky,
but no matter how high you go,
or how adventurous you are,
your spirit has to be clear,
your mission on target,
and your values respected!
Every day the sun will rise,
every day the sun will set!
The whole world is open to you,
not even the sky is your limit,
as long as you put your heart in it!
Your future will be bright,
please never stop improving,
that will result in the emotional intelligence Nepal needs to demonstrate the spirit of the Himalaya!
Emotional Intelligence, and tourism in Nepal

What you think, you become.
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- Buddha.

What business are we in?
Emotional Intelligence, and tourism in Nepal

What you think, you become.
Emotional Intelligence, and tourism in Nepal

What you feel, you attract.
Emotional Intelligence, and tourism in Nepal

What you imagine, you create.
A bakers dozen of decisions needed NOW, to sustain
Tourism: Place & People
Tourism: places and people

Places .....
Tourism: places and people

People .....
Tourism: places and people

People .....
What is Emotional Intelligence?
People can be “left-brained”, more logical, analytical and objective, or “right-brained”, more intuitive, thoughtful and subjective.
What is Emotional Intelligence?

Emotional intelligence or E.I. is the ability to understand and manage your own emotions, and those of the people around you.
Emotional Intelligence in tourism

What is Emotional Intelligence?

People with a high degree of emotional intelligence know what they're feeling, what their emotions mean, and how these emotions can affect the tourists they serve!
Emotional Intelligence in tourism

What is Emotional Intelligence?

Traditionalists say that emotions:

- Distract us
- Increase our vulnerability
- Cloud our judgment
- Inhibit free flow of data
- Must be controlled

High performers say that emotions:

- Motivate us
- Increase our confidence
- Speed our analysis
- Build trust
- Provide vital feedback
- Must be managed
The need for Emotional Intelligence in Nepal’s Tourism
Emotional Intelligence in Nepal’s tourism

To remain competitive, tourism service providers must have a solid understanding of how their customer’s, and their staff’s emotions, affect destination satisfaction.
Emotional Intelligence in Nepal’s tourism

**Time must be invested to enhance self-awareness, self-regulation, motivation, empathy, and social skills.**

The better the associates relates to the thinking of the visitors, the more satisfied the visitors in the destination will be!
The NTB will change their “please hold” music and the CEO will sing this song at the closing ceremony .......
Emotional Intelligence in tourism

My compliments to the NTB for their open mind towards this concept

Emotional Intelligence, the challenge for SMEs in Nepal’s tourism industries

Controlling our minds, the one that thinks and the one that feels ...

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October 2018

Sunday, June 9
11:00 - 16:00
The need to enhance soft skills
The need to enhance soft skills

Hard or Soft skills, which is more important?
The need to enhance soft skills

**Hard Skills vs. Soft Skills**

**Soft skills**—
personal attributes that enhance an individual's interactions, job performance / career prospects.

**Hard skills**—
about a person's skill set and ability to perform a certain type of task or activity.
The need to enhance soft skills

Top five top skills needed are, being a:

1. Team player.
2. Problem solver.
3. Wordsmith.
4. Aware of the bottom line.
5. Person with a sense of integrity.
Z generation of students need a full suite of smart skills to navigate the complex organizations and ecosystems that drive today’s economy, as well as sharp faculties for cutting-edge analysis of complex systems.
Stop saying “it can't be done .....”
Stop saying “it can't be done …..”

Impossible isn’t something that can’t be done
Stop saying “it can't be done .....”

The challenge of increasing LCC airlines to Nepal
13 Baker's Dozen
Be aware of the “men in black”!
Be aware of the “men in black” !
Be aware of the “men in black”!

Captivating spirit of the destination, members of staff have their own designer fashion wear which they complement with their own personal pieces, thus enhancing their E.I. awareness.
Be aware of the “men in black”!

We’ve got all of our ducks in a row.

Having no problem is a problem.
If you think training is too expensive, try ignorance ...
If you think training is too expensive, try ignorance ...

Either
too busy, no time to train
or
not busy, no money to train

No. 1 reason to avoid training hassles ......
If you think training is too expensive, try ignorance ...
13 BAKER'S DOZEN
Need for contemporary HR management
Need for contemporary HR management

Human capabilities development
Need for contemporary HR management

**Sustainable Human Resource Management**

The concepts and techniques one needs to carry out towards the “people” or human resource aspects of long-term employment.
Need for contemporary HR management

People Business ???

Traditionally HR Management weak, not building a competitive advantage
Need for contemporary HR management

Old style HR: Hire, Fire and Pay
Need for contemporary HR management

Modern style
Career path planning
Training and development
Performance appraisal
Need for contemporary HR management

The ultimate question ......

It is not the employer who pays wages, **they only handle the money**!

It is the customer that pays wages
Baker's Dozen
If you don't take care of your staff, your competitors will
If you don't take care of your staff, your competitors will.

Motivate them, train them, care about them and make winners out of them. We know if we treat our employees right, they'll treat the customers right. And if customers are treated right, they'll come back.

— J. W. "Bill" Marriott

Around a dozen big hotels with a total investment of Rs 30 billion are currently under construction at various places across the country.
These first-class hotels will be ready by 2020, adding 4,000 beds to the hospitality industry of the country.

Nepal is seeing an unprecedented boom in hotel construction that will add 4,000 star category rooms by 2020. The building spree has spread concern among the existing hoteliers who fear that the new entrants will eat into their markets.

Last Friday, Hotel Association Nepal (HAN) issued a ‘white paper’ urging the government to rein in the overheated hotel sector. The apex body of the country’s hotel industry has asked the government to assess the demand and supply of hotel rooms and raise the criteria for hotel expansion.

If you don't take care of your staff, your competitors will...
Synchronizing tourism organizations with the next generation
Synchronizing tourism organizations with the next generation
Synchronizing tourism organizations with the next generation

**Training**
- Focused,
- Job specific
- Experience based
- Focus on $-solution

**Education**
- Broad,
- Not job specific
- Helps to think
- Focus on logic

Sex education or training ??
Synchronizing tourism organizations with the next generation
Synchronizing tourism organizations with the next generation

Best Engagement with Young Tourism Professionals: PATA Nepal Chapter and Chairman Suman Pandey

Best student chapter of the year 2018" is awarded to National Academy Of Tourism and Hospitality Management (NATHM)
Adapting education and the E.I. of the next generation
Adapting education and the E.I. of the next generation

Generation X, 1965 - 1980
- Work life Balance
- Text Message
- Loyal
- Personal Computer

Generation Y, 1981 - 1995
- Freedom & Flexibility
- Online & Mobile
- Digital Entrepreneur
- Tablet & Smartphone

Generation Z, 1996 - 2012
- Security & Stability
- Facetime
- Multitaskers
- Nano Computing

Generation Z, they do not know a world without smartphones.
Adapting education and the E.I. of the next generation

**Students’ 21st century skills**

- Critical thinking and problem solving
- Self-management & self-awareness
- Communication information and media literacy
- Collaboration, teamwork and leadership
- Social awareness
- Creativity and innovation
- Responsibility and decision making
- Self-management
- Self-awareness
Adapting education and the E.I. of the next generation

Teachers’ 21st century skills needed

Innovating

Facilitating

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The myth of all students going overseas after college
The myth of all students going overseas after college
The myth of all students going overseas after college

Stay in Nepal  74%
Employment  58 %
Continue study  35 %
Start family   8%

Go abroad   26%
Employment  78 %
Continue study  22 %
Start family   -
13

Baker's Dozen
Let’s accept it: they are the world!
We are the world
We are the children
We are the world
We are the children
We are the ones who make a brighter day, so let's start giving
There's a choice we're making
We're saving our own lives
It's true we'll make a better day, just you and me
We are the world
We are the children
We are the ones who make a brighter day, so let's start giving
There's a choice we're making
We're saving our own lives
It's true we'll make a better day, just you and me
We are the world
We are the children
We are the ones who make a brighter day, so let's start giving
There's a choice we're making
We're saving our own lives
It's true we'll make a better day, just you and me
We are the world
We are the children
“People to people” = profit:

Recruit for attitude and train for skill

Atul Gawande
Fertig
Leftover
Part 1
END
We are the ones who make a brighter day, so let's start giving
There's a choice we're making
We're saving our own lives