



# LET'S GET LEARNING!

Transformational development programmes  
for anyone in tourism, hospitality & services

**WE BELIEVE  
EVERYONE HAS  
THE POTENTIAL  
TO BE  
EXTRAORDINARY!**



# WHO WE ARE.

We Are Extraordinary represents our passion for creating more engaging workplaces, more meaningful careers, and more leaders prepared to show courage in their leadership.

Over the past 20 years of training & coaching around the world, we've learnt two key things:

1. Everybody has the potential to be extraordinary
2. The skills and behaviours you need to be extraordinary are all learnable.

So, we have built a company to help everybody live an extraordinary working life.

The results were mind blowing! WAE understood our challenge and responded in a way that gave us confidence that our programme would be delivered in safe hands, very much in tune with industry needs.

David Cochrane MBE  
Chief Exec, HIT Scotland



**In 2022...**

29

Trainers & Coaches

4,260

Learners

5,048

Training Hours



# WORKING WITH YOU.

## TRAINING NEEDS

We partner with you to identify your business development needs, benchmark team capabilities, identify development opportunities and bridge any critical skills gaps.

## LEARNING JOURNEY

We partner with you to design and develop learning journeys to meet your strategic business goals, delivering them in a way that suits you.

## TAILORED CONTENT

We partner with you to understand your objectives and adapt our existing content to create a tailored programme that meets your specific needs.

WITH OUR TRAINING...

YOU CAN **IMPACT THE**  
**PERFORMANCE** OF YOUR BUSINESS!

# WHAT WE OFFER.

## CHALLENGING MINDSETS, DEVELOPING LEADERS.

Everything we do revolves around bringing the very best personal and professional development to your talent at a time when it matters most.

Our programmes have been specifically designed to support everyone from new and emerging talent to experienced business leaders.

Because no matter what your size, all businesses face common challenges; it's just that each one has a different vision of what they want to achieve and how they want to do it.

### BESPOKE PROGRAMMES

Whether you want to support your new and emerging talent or existing leaders, we will work with you to design a programme that delivers exceptional results for your organisation.

### OPEN COURSES

Our open courses bring together talented individuals from different organisations across the tourism & hospitality sector. We offer generous rates when booking multiple places.

### LEARNING JOURNEYS

Our transformational learning journeys bring cutting edge industry knowledge and skills to everyone in your organisation. Designed specifically for you and delivered over several weeks or months.

# COURSES & PROGRAMMES.

Here are just a few of the courses and programmes we offer.

- Leadership & Me
- Team Dynamics (Everthing DiSC)
- Developing a Coaching Culture
- Developing Trust & Resilience
- Getting Things Done
- Attract, Develop, Retain
- Extraordinary Trainer
- Conflict Resolution
- Creating a Coaching Culture

## LEARNING JOURNEYS

- Leading the Way
- WiTH Leadership Programme
- The Emerging Leader
- The New Manager Flagship Programme



### DELIVERY OPTIONS

Whether in-person or live-online, or a blend of both, our courses are designed to be challenging, engaging and interactive.

Delivered by experienced facilitators to small groups, ensuring plenty of personal attention.

# ASSESSMENTS & COACHING.

## ASSESSMENT TOOLS

Using assessment tools can be one of the most effective ways for improving communication and interaction, but with the array of these tools available, how do you know which one is the right assessment tool at the right time?

We are accredited practitioners for Everything DiSC, Belbin Team Roles and Motivational Maps so we can work with you to find the perfect tool for your needs.



## COACHING

Our Coaching engagements help you to identify where you are now, explore what you want to achieve and discover the right way to move forward and make progress. We offer Individual, Collective and Executive coaching.

Structured to ensure that new skills and behaviours are transferred back into the workplace, you will be responsible for identifying what changes are required. We coach and support you during and after the coaching sessions.

We offer individual, collective/team and leadership coaching.



# WE'RE ON A MISSION!

Since 2012, we have provided personal and professional development solutions for ambitious tourism and hospitality businesses.

As we have grown, so too has our reputation for designing and delivering bespoke, interactive and engaging learning journeys that put leadership skills at the heart of everything we do.

Our tailored Learning Journeys, Masterclasses and Courses are designed to help everyone to become the leader they are capable of being and the leaders that businesses need now and in the future.

We partner with you to understand more about you and your business so we can ensure we're giving your people the skills they need to thrive and excel at what they do, with learning that sticks.

We are united in a single purpose: driving performance by challenging mindsets, exploring new skills and providing tools to support the change.

**It's what makes our approach unique!**



Managing to tie all that I learnt from each module together; building trust within the team, looking at each situation differently and approaching management in a better way has played a huge part in my achieving a promotion. I will revisit all the modules to see what other new things I can implement within my new position!

*Cassie Wilding, Macdonald Houstoun House*

# LET'S TALK!



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