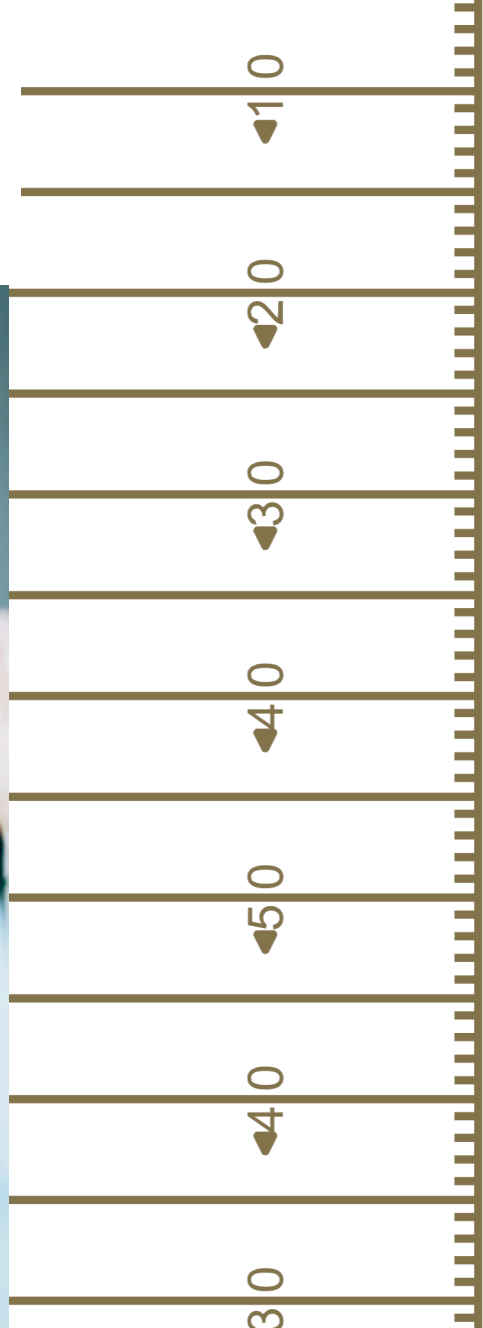


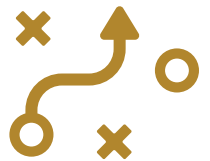


WESTGATE RESORTS

LEARNING & DEVELOPMENT



2025



PLAYBOOK

OUR MISSION

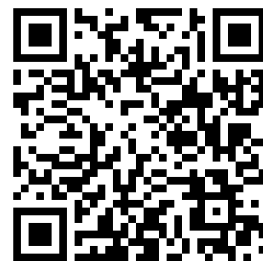
WE DEVELOP, ENGAGE, AND GUIDE
TEAM MEMBERS TO PERFORM AT
THEIR BEST.

OUR VISION

TO CULTIVATE THE MOST SUCCESSFUL
AND FULFILLED WORKFORCE.



How to Access Courses



www.LMS.wgresorts.com

SIX MAIN PLAYS

01 - SAFETY

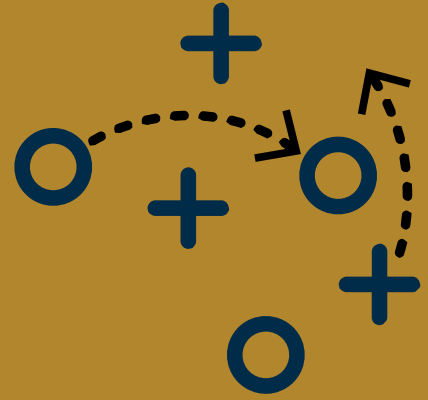
02 - APPLICATIONS & SYSTEMS

03 - WELLNESS

04 - TEAM MEMBER GROWTH & DEVELOPMENT

05 - LEADERSHIP DEVELOPMENT

06 - OTHER SERVICES



01

SAFETY



COMPLIANCE TRAINING

HAZARD COMMUNICATION

Key Skills: Handling of chemicals, Prevention of illnesses and injury

Role: All Team Members

Class Modes: eLearning

Time Commitment: 12 minutes

About the Course: This course equips Team Members with the knowledge necessary to understand the chemicals in use, implement measures to minimize exposure, and establish appropriate work practices. These efforts are crucial in preventing work-related illnesses and injuries resulting from chemical exposure.



Scan Here to
Access the Course



COMPLIANCE TRAINING

SAFETY IN THE WORKPLACE

Key Skills: Safety practices to prevent injury, illness or death

Role: All Team Members

Class Modes: eLearning

Time Commitment: 25 minutes

About the Course: The significance of safety training goes beyond the initial introduction to a job for a worker. It also encompasses instances of job changes for Team Members or alterations in working conditions. Without a comprehension of safety practices pertinent to one's job, Team Members face an elevated risk of workplace injury, illness, or fatality.



Scan Here to
Access the Course



COMPLIANCE TRAINING

SEXUAL HARASSMENT PREVENTION

Key Skills: Workplace harassment policies, Providing a safe environment

Role: Non-Manager & Manager

Class Modes: eLearning

Time Commitment: 30 minutes

About the Course: This course is designed to assist employees in recognizing, reporting, and preventing workplace harassment. Westgate Resorts Team Members will acquire knowledge on adhering to workplace harassment policies and understand their role in fostering a safe and productive working environment.

Scan Here to
Access the Course
(Non-Manager)



(Manager)



COMPLIANCE TRAINING

BLOODBORNE PATHOGENS

Key Skills: How to avoid exposure to infectious material

Role: All Team Members

Class Modes: eLearning

Time Commitment: 15 minutes

About the Course: This course is for individuals at risk of on-the-job exposure to blood and other bodily fluids in the workplace. Participants will gain an understanding of how bloodborne pathogens spread, methods to avoid exposure, and procedures to follow in the event of exposure to infectious material.



Scan Here to
Access the Course



SAFETY TRAINING

BED BUG INSPECTION

Key Skills: Prevention of bed bug infestation

Role: All Team Members

Class Modes: eLearning

Time Commitment: 22 minutes

About the Course: This course encompasses the bed bug inspection process, covering topics such as identification, inspection techniques, prevention strategies, and reporting procedures for bed bugs.

Scan Here to
Access the Course



SAFETY TRAINING

CHAINSAW TRAINING

Key Skills: Safety skills to using a chainsaw

Role: All Team Members

Class Modes: eLearning

Time Commitment: 15 minutes

About the Course: This course addresses the aspects of chainsaw safety such as establishing a secure work area, recognizing and utilizing personal protective equipment (PPE), conducting a chainsaw safety check, and safely operating the chainsaw.

Scan Here to
Access the Course



SAFETY TRAINING

CRISIS MGMT - ACTIVE SHOOTER

Key Skills: Critical decision-making during an active shooter situation

Role: All Team Members

Class Modes: eLearning

Time Commitment: 30 minutes

About the Course: This course readies learners for scenarios involving the presence of an individual with a firearm. It outlines guidelines on when to run, hide, or engage in self-defense during an active shooter situation.

Scan Here to
Access the Course



SAFETY TRAINING

FIRE EXTINGUISHER USE

Key Skills: Fire safety basics

Role: All Team Members

Class Modes: eLearning

Time Commitment: 15 minutes

About the Course: This course introduces the fundamentals of fire safety. Upon completion, participants should be able to identify the causes of fires, recall the stages of fire, recognize various fire classes, identify the suitable fire extinguisher for each class, and use a fire extinguisher appropriately using the PASS method.

Scan Here to
Access the Course



SAFETY TRAINING

GOLF CART SAFETY

Key Skills: Golf cart operation policy and procedures

Role: All Team Members

Class Modes: eLearning

Time Commitment: 20 minutes

About the Course: Prior to operating a golf cart at Westgate Resorts, Team Members are required to successfully complete this online course, submit identification and signed policy forms, and complete a driving skills assessment.

Scan Here to
Access the Course



SAFETY TRAINING

HOUSEKEEPING: WARMING UP FOR WORK

Key Skills: Stretches to prevent strain and injury

Role: All Housekeeping Team Members

Class Modes: eLearning

Time Commitment: 6 minutes

About the Course: Explore valuable stretching tips specifically tailored for housekeepers to prevent strain and injury during their work. By the end of the course, participants should be able to recognize the importance of stretching before and during their shift and applying proper stretching techniques.



Scan Here to
Access the Course



SAFETY TRAINING

HUMAN TRAFFICKING PREVENTION

Key Skills: Recognize and report signs of trafficking

Role: Front Office and Security Team Members

Class Modes: eLearning

Time Commitment: 30 minutes

About the Course: Human trafficking is among the most serious and challenging issues that hospitality team members may face. This course is designed to instruct you on how to identify and appropriately respond to instances of human trafficking that may occur at your property.

Scan Here to
Access the Course



SAFETY TRAINING

REPORTING INJURIES (NON-SUPERVISOR)

Key Skills: Identify and report injuries

Role: Individual Contributor

Class Modes: eLearning

Time Commitment: 10 minutes

About the Course: Upon completing this course, participants will have the capability to identify various types of incidents, understand related policies, and delineate the steps necessary for reporting incidents.

Scan Here to
Access the Course



SAFETY TRAINING

REPORTING INJURIES (SUPERVISOR)

Key Skills: Identify and report injuries

Role: Supervisor & Above

Class Modes: eLearning

Time Commitment: 12 minutes

About the Course: Upon completion of this course, participants will possess the ability to identify various types of incidents and understand the related policies. Additionally, they will be able to outline the steps necessary for reporting incidents.

Scan Here to
Access the Course



SAFETY TRAINING

WESTGATE DEFENSIVE DRIVING

Key Skills: Team Members operating company vehicles

Role: All Team Members

Class Modes: eLearning

Time Commitment: 30 minutes

About the Course: This specialized course is mandatory exclusively for Team Members who will be operating company-owned vehicles. Team Members are not authorized to drive until they have received final approval via email from Risk Management.

Scan Here to
Access the Course



SAFETY TRAINING

WG SAFETY ORIENTATION

Key Skills: Safety orientation

Role: All Team Members

Class Modes: eLearning

Time Commitment: 45 minutes

About the Course: This orientation is segmented into five safety sections, covering workplace safety, personal safety, ladder safety, equipment safety, and weather safety.

Scan Here to
Access the Course



02

APPLICATIONS & SYSTEMS



ADP TRAINING

ADP - TEAM MEMBER

Key Skills: Safety orientation

Role: All Team Members

Class Modes: eLearning

Time Commitment: 15 minutes

About the Course: This course provides Team Members with essential training on using ADP. Through videos and quick reference guides (QRGs), Team Members will learn how to access ADP, request time off, and use the ADP mobile app.

Scan Here to
Access the Course



MICROSOFT 365

MICROSOFT EXCEL TRAINING

Key Skills: Beginner-level & intermediate level Excel skills

Role: All Team Members

Class Modes: In-Person

Time Commitment: 120 minutes

About the Course: This instructor-led course equips learners with essential skills and techniques for effective navigation of Excel's interface. Participants will practice working with tabs, columns, rows, and cells, explore basic formatting, and become familiar with fundamental key functions.



Scan Here to
Access the Course



MICROSOFT 365

MICROSOFT OUTLOOK TRAINING

Key Skills: Beginner-level & intermediate level

Role: All Team Members

Class Modes: In-Person

Time Commitment: 120 minutes

About the Course: This instructor-led course offers beginners a comprehensive understanding of Microsoft Outlook. Participants will acquire essential skills and techniques to effectively manage email, calendar, and tasks using Outlook.



Scan Here to
Access the Course



MICROSOFT 365

MICROSOFT POWERPOINT TRAINING

Key Skills: Beginner-level & intermediate level

Role: All Team Members

Class Modes: In-Person

Time Commitment: 120 minutes

About the Course: This instructor-led course introduces the fundamentals of creating engaging presentations. Participants will learn how to create a new presentation, save it, set the background and layout, and enter information while adding slides.



Scan Here to
Access the Course



WORLD OF WESTGATE

WORLD OF WESTGATE LOYALTY PROGRAM

Key Skills: The basics of the World of Westgate (WOW) Loyalty Program

Role: All Team Members

Class Modes: eLearning

Time Commitment: 15 minutes

About the Course: This course covers the goals, benefits, and tiers of the World of Westgate Loyalty Program. You'll learn how to help eligible individuals sign up, guide owners and guests in accessing program benefits, and handle common questions about the program.

Scan Here to
Access the Course



WORLD OF WESTGATE

WOW TEAM MEMBER LOYALTY PROGRAM

Key Skills: The basics of the WOW Team Member Loyalty Program

Role: All Team Members

Class Modes: eLearning

Time Commitment: 15 minutes

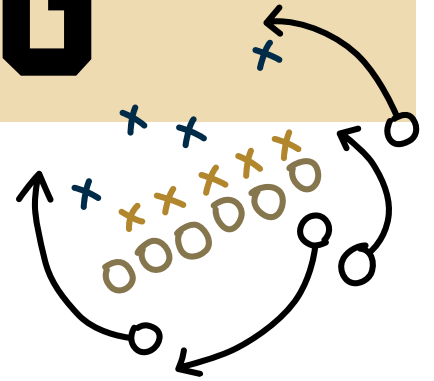
About the Course: This course explains the WOW Team Member Program, highlights the four tiers of rewards and describes the benefits Team Members receive based on their tier level. It also guides how to download the WOW Team Member Benefits Mobile App and discusses program eligibility and membership conditions.

Scan Here to
Access the Course



03

WELLNESS COACHING



HEALTH & WELLNESS

The following Wellness Coaching Credits courses can be found in Westgate Learn and are available for all Team Members.



Avoid Cold & Flu Season

Key Skills: Safety practices and ways to improve your immune system during flu season



Begin Meditating

Key Skills: How to meditate & create a meditation mantra



Boost Your Immune System

Key Skills: 7 helpful tips for boosting your immune system



Buff Brain

Key Skills: Brain health tips
Role: All Team Members



HEALTH & WELLNESS

The following Wellness Coaching Credits courses can be found in Westgate Learn and are available for all Team Members.



Calm Your Mind

Key Skills: Understand the importance of having a calm mind



Carbs: Friend or Foe

Key Skills: Learn more about carbohydrates



Create a Healthy Plate

Key Skills: Proper plate size, importance of color on plate and food categories



Deep Sleep

Key Skills: Improve sleeping patterns and habits



HEALTH & WELLNESS

The following Wellness Coaching Credits courses can be found in Westgate Learn and are available for all Team Members.



Dessert Without Disaster

Key Skills: Ways to be mindful when eating desserts



Get Happier Now

Key Skills: How to become and stay happy



Healthier Home Snacking

Key Skills: What, when, and how much to snack during the day



Mindful Eating Secrets

Key Skills: Strategize mindful eating habits



HEALTH & WELLNESS

The following Wellness Coaching Credits courses can be found in Westgate Learn and are available for all Team Members.



Quick Meals Made Easy

Key Skills: Explore quick and easy healthy recipes



Reap the Benefits of Sleep

Key Skills: Importance of sleep, benefits of sleep, and training the body to sleep



Stretches for a Stressed Mind

Key Skills: How stretches help calm a stressed mind



The Mind-Body Reset

Key Skills: Strategies to manage and deal with stress



HEALTH & WELLNESS

The following Wellness Coaching Credits courses can be found in Westgate Learn and are available for all Team Members.



The Non-Exerciser Workout

Key Skills: Explore low-intensity exercises to use in workouts



04

TEAM MEMBER GROWTH & DEVELOPMENT



GROWTH & DEVELOPMENT

SERVICE BEYOND BLACK & WHITE

Key Skills: De-escalating guest situations

Role: Individual Contributors

Class Modes: In-Person

Time Commitment: 90 minutes

About the Course: This course helps you understand and manage various types of guests, including de-escalation techniques for upset guests. You'll learn practical interaction methods using kindness and professionalism.

Scan Here to
Access the Course



05

LEADERSHIP DEVELOPMENT



CFT PROGRAM

BASICS OF COMMUNICATION

Key Skills: Communication skills

Role: Certified Field Trainers

Class Modes: In-Person

Time Commitment: 60 minutes

About the Course: This course offers Certified Field Trainers an overview of fundamental concepts essential for effective communication.

Scan Here to
Access the Course



CFT PROGRAM

BUILDING MOTIVATION, RAPPORT, AND TRUST

Key Skills: Relationship building, Team Motivation

Role: Certified Field Trainers

Class Modes: In-Person

Time Commitment: 60 minutes

About the Course: This instructor-led course is an introduction to motivating team members, building relationships, and fostering mutual trust and respect to enhance team dynamics.

Scan Here to
Access the Course



CFT PROGRAM

MENTORING 101

Key Skills: Mentoring skills, Communication, Leadership

Role: Certified Field Trainers

Class Modes: In-Person

Time Commitment: 60 minutes

About the Course: This course covers the roles of “mentor” and “mentee,” the associated qualities for each, and offers tips for being an effective mentor.

Scan Here to
Access the Course



CFT PROGRAM

PEER 2 PEER FEEDBACK

Key Skills: Communication skills, Leadership

Role: Certified Field Trainers

Class Modes: In-Person

Time Commitment: 60 minutes

About the Course: This course provides guidelines for giving feedback to a peer, covering both positive aspects and areas for improvement.



Scan Here to
Access the Course



CFT PROGRAM

PROVIDING FEEDBACK TO LEADERSHIP

Key Skills: Communication skills, Leadership

Role: Certified Field Trainers

Class Modes: In-Person

Time Commitment: 60 minutes

About the Course: This instructor-led course will help participants enhance their ability to deliver messages effectively to leaders.

Scan Here to
Access the Course



CFT PROGRAM

ROLE POLICIES

Key Skills: Disciplinary Action Program

Role: Certified Field Trainer

Class Modes: Policy Form

Time Commitment: 5 minutes

About the Course: This process allows Certified Field Trainers (CFTs) who receive a written warning as disciplinary action to return to program compliance. Despite the warning, CFTs can stay in the program and have a chance to meet the program qualifications again.

Scan Here to
Access the Course



CFT PROGRAM

STARTING LINE

Key Skills: Foundations of training, mentoring and coaching

Role: Certified Field Trainer

Class Modes: In-Person

Time Commitment: 2 days

About the Course: This is the starting point for the Certified Field Trainer Program. Participants chosen by Leadership and the Learning & Development Team learn how to coach, mentor, and train effectively to become true partners in each Team Member's growth.

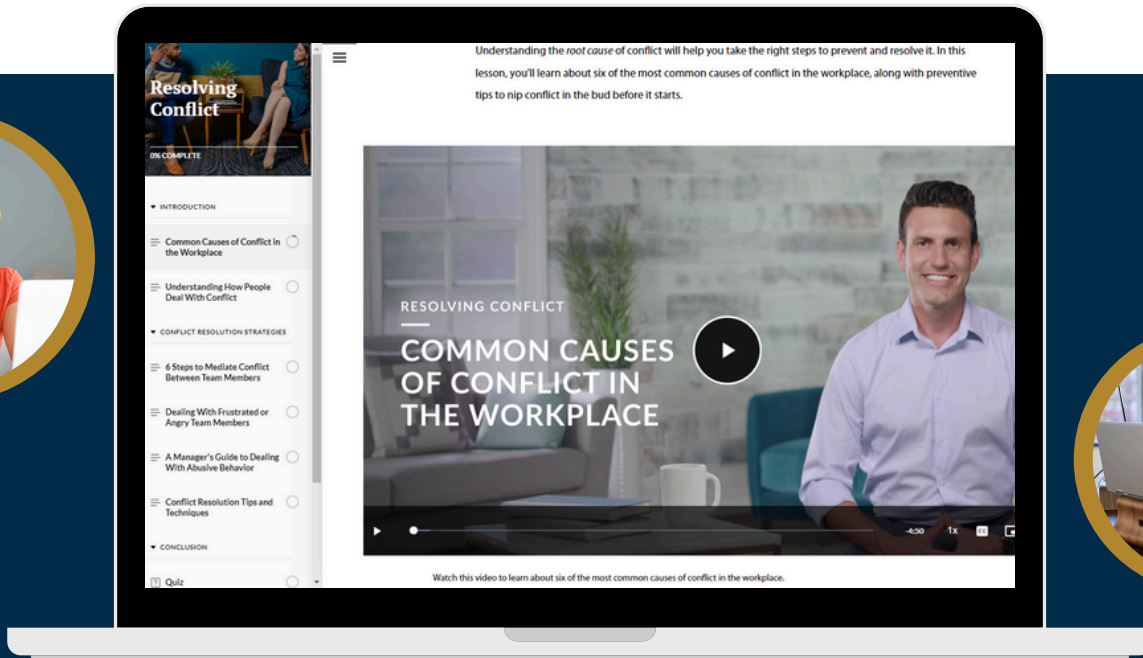


Scan Here to
Access the Course



LEADERSHIP DEVELOPMENT

ON-DEMAND



- **A robust library of on-demand courses**
- **Sharpen your leadership skills**
- **Guide teams effectively**
- **Self-paced feature empowers you to learn on your time**

How to Enroll

- 1. Search for the course in Westgate Learn**
 - a. Search course name or browse Manager>On Demand category**
- 2. Click on “Enroll Now”**
- 3. Complete the course on your own time**

LEADERSHIP DEVELOPMENT

ON-DEMAND



5 Leadership styles to Influence a Team



A Blueprint for Effective Workplace Leadership



A Guide to Lead Effective Meetings



A Guide to Mentoring Others



A Guide to Navigating Team Dynamics



LEADERSHIP DEVELOPMENT

ON-DEMAND



A Guide to Workplace Integrity



A Leader's Guide to Resolving Team Conflict



Becoming the Boss: A Guide for New Managers



Business Writing Fundamentals



Change Management Models: Advanced Application



LEADERSHIP DEVELOPMENT

ON-DEMAND



Communicating Change



Creating and Delivering Business Presentations



Develop a Thriving Team



Doing the Right Thing: A guide to Good Business Ethics



Effective Feedback Strategies



LEADERSHIP DEVELOPMENT

ON-DEMAND



**Guest Service
Fundamentals**



**Handling Difficult Guest
Service Scenarios**



**How Great Leaders Solve
Problems**



**How to Be an Ethical
Leader**



**Leading Through
Difficult Times**



LEADERSHIP DEVELOPMENT

ON-DEMAND



Leading With Emotional Intelligence



Letting a Team Member Go Gracefully



Motivating Your Team



Performance Management Essentials



Project Management Fundamentals



LEADERSHIP DEVELOPMENT

ON-DEMAND



Resolving Conflict



Setting Goals That Actually Work



The Four Stages of Team Development



The Secrets of Skilled Delegation



Time Management Essentials



MINDFUL LEADER

DELEGATING WORK

Key Skills: Leadership, Delegation, Prioritizing

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: This course introduces strategies for efficient task delegation, enabling individuals to focus on high-priority and specialized assignments that are uniquely suited to them. By the conclusion of the course, participants should be able to identify the benefits of delegation and successfully implement it as leaders.

Scan Here to
Access the Course



MINDFUL LEADER

DELIVERING ENGAGING PRESENTATIONS

Key Skills: Public Speaking, Communication

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: This course covers various aspects of effective communication, including public speaking, creating slides, and delivering impactful messages. Participants will gain insights on facilitating memorable and impactful presentations.

Scan Here to
Access the Course



MINDFUL LEADER

DIFFICULT CONVERSATIONS

Key Skills: Communication, Leadership

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: This course delves into the essential skills for managing difficult conversations, a common occurrence in the workplace. Participants will explore strategies to navigate various challenging discussions, equipping them with the necessary tools for effective communication in such crucial situations.

Scan Here to
Access the Course



MINDFUL LEADER

GIVING EFFECTIVE FEEDBACK

Key Skills: Communication, Leadership, Influencing

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: Learn the effective delivery of feedback, addressing queries on when and how frequently to provide it, the optimal approach, and what steps to take when concluding the conversation. Learners will acquire practical insights into utilizing feedback as a potent tool for instigating positive and enduring change.

Scan Here to
Access the Course



MINDFUL LEADER

GETTING WORK DONE

Key Skills: Leadership, SMART Goals, Time Management

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: Achieving productivity involves developing focus and organization at work. This course covers skills such as creating personal SMART goals, effective to-do lists, and optimizing time management to enhance productivity.

Scan Here to
Access the Course



MINDFUL LEADER

LEADING VIRTUAL TEAMS

Key Skills: Virtual Leadership, Communication, Technology

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: Guiding a virtual team comes with unique challenges, especially when team members operate remotely, are in different locations, or span various time zones. This course addresses how to effectively communicate, navigate time zones, overcome language barriers, and utilize technology to build and lead a remote team.

Scan Here to
Access the Course



MINDFUL LEADER

MANAGING PROJECTS

Key Skills: Project Management

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: Achieving success in a project demands careful planning and preparation. This course equips participants with knowledge about the project life cycle, fundamental project tools, and insights into projects from various business areas.

Scan Here to
Access the Course



LEADERSHIP DEVELOPMENT

PERFORMANCE REVIEW TRAINING

Key Skills: Project Management

Role: Supervisors & Managers

Class Modes: Virtual

Time Commitment: 7-10 days

About the Course: Achieving success in a project demands careful planning and preparation. This course equips participants with knowledge about the project life cycle, fundamental project tools, and insights into projects from various business areas.

Scan Here to
Access the Course



06

OTHER SERVICES



MISCELLANEOUS OFFERINGS



Team Summit*

Key Skills: A 3-5 day customized event for your department/ team. Trainings and sessions designed to collaborate, bond, and grow.

Role: All Team Members



Supervisory Skill Builders*

Key Skills: 9 topics designed to rapidly upskill your supervisory team

Role: Supervisors

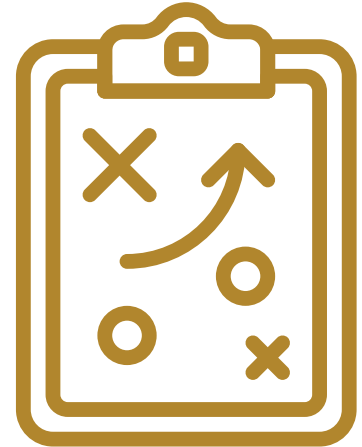
***Department Head & Budget Approval Required**

WHAT CAN L&D

DO FOR YOU?

Learning & Development aims to ensure the success of you and your team! We offer various services such as:

- eLearning Development
- In-person training
- Workshops
- Summits
- Team Building



Connect with your Learning & Development partners by completing a training request using the link or scanning the QR code below:

***Department Head & Budget Approval Required**

Scan here for more!



www.lobby.wgresorts.com



TEAM BUILDING TACTICS

Have you defined the roles & expectations for your team?

No →

Yes



Does your team know its direction?

No →

Yes



Does your team have the support it needs?

No →

Yes



Are you able to measure your team's health?

No →

Yes



Are you helping your team work better together?

No →

Yes



Does your team know how to share their work clearly?

No →

Yes





Expectations

Getting into the teamwork mindset so you are all setting off together.



Direction

Decide on a clear vision and then work out the values and principles that will get you there.



Support

Make sure your team doesn't get lost along the way by giving them the support they need to succeed.



Health

Monitor how your teams are doing so you can see clearly when your help is needed the most.



Collaboration

Encourage your team to work together to help them design better teams, products and services.



Communication

Encourage people to talk about their work, sharing it early and with clarity to help foster trust.



Recognition

Reward and recognize your team's efforts to foster a culture of appreciation.

TEAM BUILDING TACTICS

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No →

Yes



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No →

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No →

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No →

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Expectations



Direction



Support



Health



Collaboration



Communication



Recognition

TEAM BUILDING TACTICS

Have you defined the roles & expectations for your team?

No



Expectations

Yes



Does your team know its direction?

No



Direction

Yes



Does your team have the support it needs?

No



Support

Yes



Are you able to measure your team's health?

No



Health

Yes



Are you helping your team work better together?

No



Collaboration

Yes



Does your team know how to share their work clearly?

No



Communication

Yes



Recognition

WORKSHOP STRATEGY

TACTICS



Do you know clearly what your team is working towards?

Yes



Do you know the biggest problem you face?

Yes



Are you able to articulate your problem clearly?

Yes



Do you have a range of ideas on how to solve it?

Yes



Have you assessed if your ideas are robust?

Yes



Have you decided which ideas to test?

No



Goals

No



Understand

No



Frame

No



Ideas

No



Evaluate

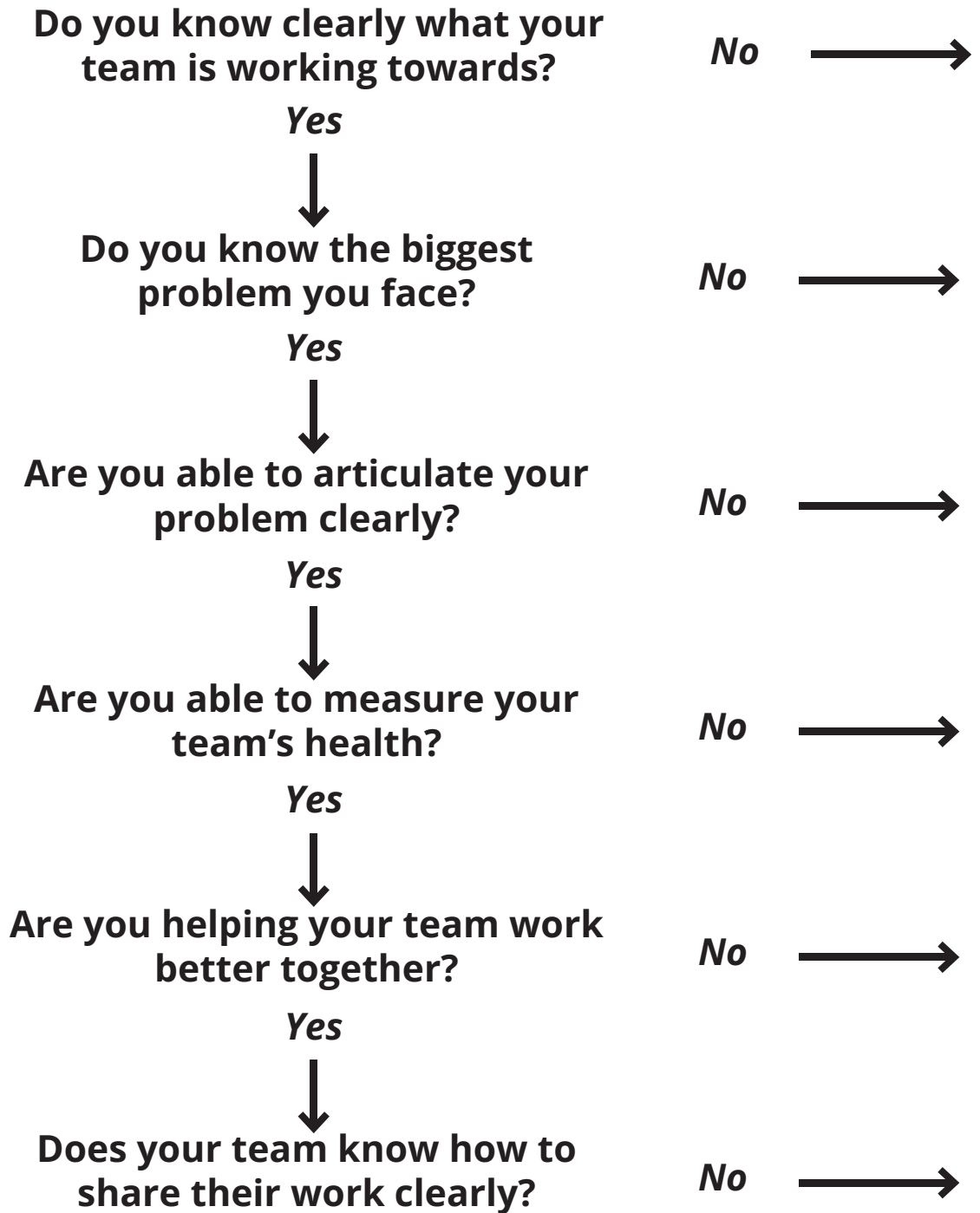
No



Decide

WORKSHOP STRATEGY

TACTICS





Goals



Understand



Frame



Ideas



Evaluate



Decide

WORKSHOP STRATEGY

TACTICS

Do you know clearly what your team is working towards?

No →

Yes



Do you know the biggest problem you face?

No →

Yes



Are you able to articulate your problem clearly?

No →

Yes



Do you have a range of ideas on how to solve it?

No →

Yes



Have you assessed if your ideas are robust?

No →

Yes



Have you decided which ideas to test?

No →



Goals

Agree on a desired end-state to work towards, so daily activity moving you in the right direction.



Understand

Unpack problems and discover insights with critical and analytical thinking exercises.



Frame

Articulate your problem or experiment in a clear way, making it easier to start solving or testing.



Ideas

Encourage people to come up with lots of ideas, then refine and develop the best.



Evaluate

Assess problems or ideas against certain criteria to understand them better.



Decide

Prioritize idea or problems based on your needs in order to decide what to focus on.



WESTGATE RESORTS
LEARNING & DEVELOPMENT

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