

LEADERSHIP IMMERSION FOR EXCELLENCE

Program Guide



WELCOME

The **LIFE Program** is designed to help hospitality leaders grow through flexible, competency-driven training.

Our vision is to cultivate a leadership bench of **cross-functional, skilled supervisors and managers** who can adapt to changing business needs, support their teams, and deliver exceptional guest experiences.

This program is built for **flexibility**. Participants engage at their own pace, signing up for classes and immersion experiences that fit their schedules.

As a supervisor, manager, or salaried individual contributor - you can share your interest in participating by reviewing this document and then submitting the form at (lobby.wgresorts.com/life-program).

CONTENTS



PROGRAM FUNDAMENTALS



VIRTUAL LEADERSHIP FOUNDATION COURSES



IMMERSIONS (ON-THE- JOB TRAINING)



CAPSTONE ASSIGNMENT





LIFE Program Fundamentals

Vision

- Cultivate a leadership bench of cross-functional, competency-driven leaders through training, cross-departmental immersions, and mentorship.
- Leaders who participate in this program will receive priority consideration for growth and promotional opportunities.

Target Audience

- Supervisors, Managers, and Salaried Individual Contributors seeking next-level growth.
- There will be different target levels for skill acquisition based on your role as a Supervisor or Manager.

Duration

- Flexible, self-paced completion driven by the participant, with a minimum goal of making meaningful progress at least once every 30 days. Progress is measured by event completion, including:
 - Attending a training class.
 - Participating and completing an immersion.
 - Submitting a stretch assignment.
- Our first company-wide cohort launches in March 2026, with additional cohorts launching as Team Members indicate interest.

How Completion Works

- Participants select classes and immersions that fit their schedule.
 - Multiple dates and times are offered every week for classes.
 - Immersions are scheduled by participants directly with points of contact from the training departments.
 - Approvals must be obtained from direct managers for immersions, as they are on the clock.
- There are **no strict time limits**; progress is milestone-based.
 - You can finish in as little as 3 months, or make meaningful progress and complete the program at your pace.
- Completion depends on finishing required courses, immersions, and assignments.

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LIFE Completion Criteria

Attend 11 Leadership Foundation Competency-Based Courses

- Each course is offered fully virtually, with attendance possible from a computer, laptop, or tablet device.
- Courses are 90-minutes in duration.
- Each topic is offered on different days and times, providing flexibility to attend during or after work hours.

Complete Self-Paced Field Assignment for Each Course

- Each course features an assignment that invites participants to apply the learning on the job.
- Participants must complete and submit the assignment in Westgate Learn to gain full credit for the course.

Participate in 10+ LIFE Immersion Streams

- An immersion consists of spending time in a department to learn a specific set of competencies. These will usually take a half to a full work day.
- A leader in that department must sign-off on an on-job-training (OJT) checklist verifying that the participant is capable of those competencies.
- Participants will be provided with a contact list and are responsible for communicating and scheduling the departmental immersions directly with the department.

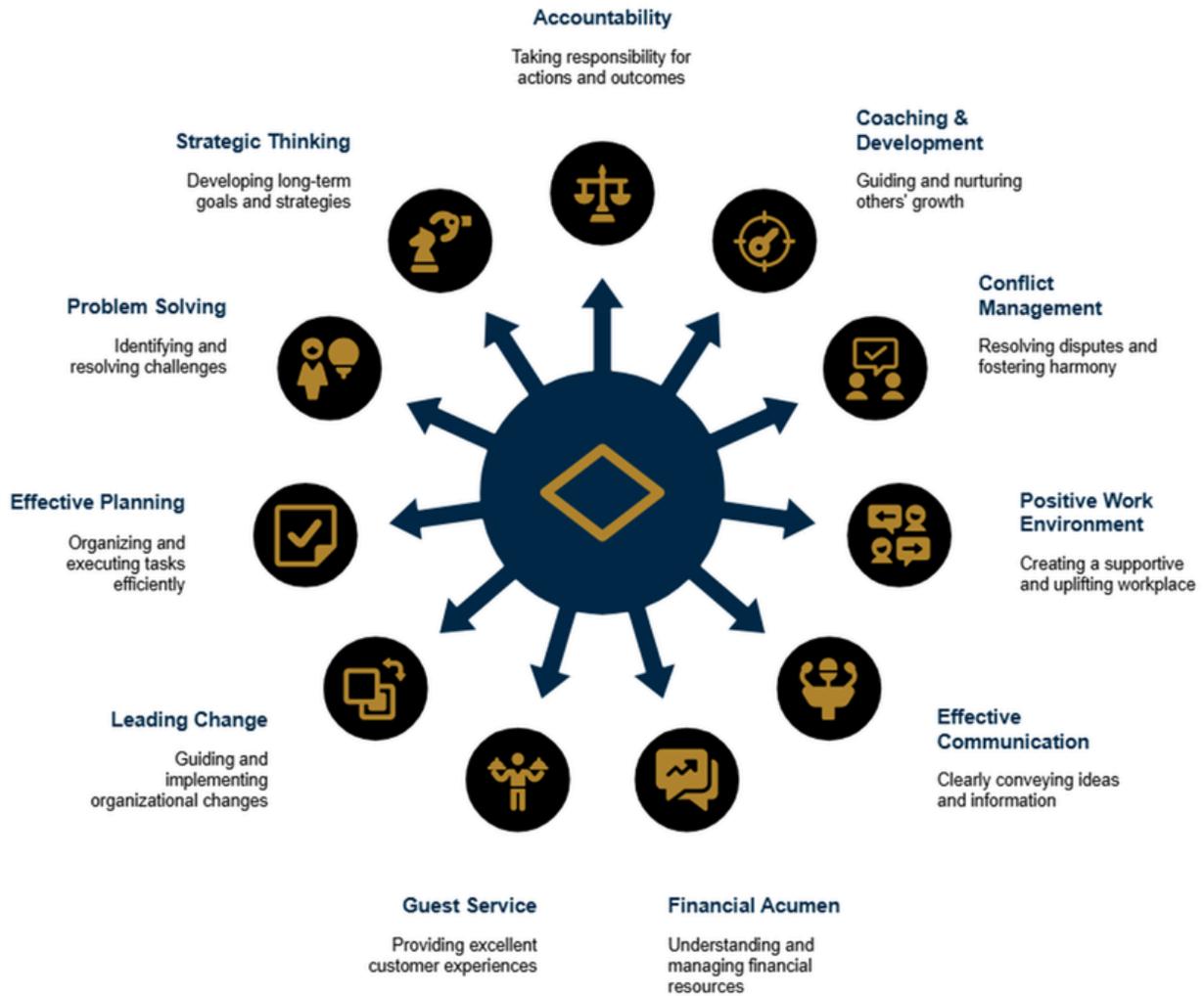
Submit a Capstone Assignment

- Participants will integrate their learning from the leadership courses and immersion training into a capstone assignment to highlight what they've learned.
- The capstone will be submitted after completion of the leadership courses and immersions.

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Leadership Foundation Courses



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Leadership Foundation Courses

Accountability

Duration: 90 minutes

Description:

This course emphasizes the importance of self-accountability as the foundation of effective leadership at Westgate Resorts. Participants will explore how owning their responsibilities and actions builds trust, drives performance, and sets the tone for their teams. The module also explores how leaders can foster a culture of accountability by setting expectations and supporting Team Members in following through on commitments.

Learning Objectives:

At the end of this unit, learners will be able to:

- Explain the importance of accountability as a Westgate leader.
- Set clear expectations, goals, and metrics for yourself and Team Members.
- Hold yourself accountable for performance standards and goals.
- Use systems to measure and recognize achievements and address performance issues.
- Promote a culture of accountability.

Coaches & Develops Others

Duration: 90 minutes

Description:

This module equips leaders with the skills to support Team Member growth through effective coaching, feedback, and development planning. It emphasizes the importance of regular one-on-one conversations, recognizing potential, and aligning individual goals with operational needs. Leaders will learn practical strategies to build trust, inspire performance, and create a culture of continuous learning at Westgate.

Learning Objectives:

At the end of this unit, learners will be able to:

- Differentiate between coaching and mentoring Team Members.
- Apply techniques to provide developmental and constructive feedback to Team Members.
- Create Individual Development Plans (IDPs) for Team Members that align with their career goals and organizational needs.
- Recommend L&D opportunities and mentoring programs to Team Members.
- Design and implement career development opportunities in response to organizational restructuring or business changes.

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Leadership Foundation Courses

Conflict Management

Duration: 90 minutes

Description:

This module equips leaders with strategies to navigate workplace conflicts effectively by fostering open communication, collaboration, and problem-solving. Participants will explore best practices for conflict resolution and learn how to apply them in various situations. Through interactive discussions and activities, leaders will develop the skills to address conflicts constructively, strengthen workplace relationships, and cultivate a more cohesive and productive team environment.

Learning Objectives:

At the end of this unit, learners will be able to:

- Describe the influence of perception in resolving workplace conflict.
- Identify common sources of workplace conflict.
- Review the five styles of resolving conflict by Thomas-Kilmann.
- Identify steps to resolve interpersonal conflict.
- Practice conflict resolution techniques and action-plan for skillfully handling workplace conflict.

Positive Work Environment

Duration: 90 minutes

Description:

This module focuses on fostering a workplace culture built on respect, collaboration, and inclusivity. Leaders will explore strategies to enhance team morale, encourage open communication, and create an environment where all team members feel valued and empowered to perform at their best. By promoting a culture of trust and engagement, leaders can drive higher productivity, retention, and overall organizational success.

Learning Objectives:

At the end of this unit, learners will be able to:

- Define Team Member motivation and engagement
- Recognize the importance that motivation and engagement have on creating a positive Team Member experience here at Westgate
- Identify recognition tools and resources for creating a positive work environment
- Explain the purpose of the Voice of Team Member survey and the benefits of the results
- Analyze and action-plan Voice of Team Member results

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Leadership Foundation Courses

Effective Communication

Duration: 90 minutes

Description:

This module will provide participants with the necessary tools to enhance their communication skills. Focusing on clear, effective communication, the module will help participants engage with Team Members, peers, guests, and leaders more successfully. The module will cover verbal and non-verbal communication, active listening, giving and receiving feedback, and ways to eliminate communication barriers.

Learning Objectives:

At the end of this unit, learners will be able to:

- Demonstrate active listening skills to effectively understand Team Members' and guest perspectives and concerns.
- Effectively communicate information, expectations, goals, and feedback to Team Members clearly and concisely.
- Utilize strategies to foster open and transparent communication channels within the team and peers to encourage collaboration and idea sharing.
- Facilitate meetings and presentations to communicate ideas and promote collaboration.

Financial Acumen

Duration: 90 minutes

Description:

This module equips leaders with the foundational knowledge to understand and interpret key financial reports such as budgets, P&Ls, and general ledgers. Participants learn how financial decisions impact operational performance and how to use financial metrics to manage resources effectively. This module empowers leaders to make data-informed decisions that align with departmental goals and overall business strategy.

Learning Objectives:

At the end of this unit, learners will be able to:

- Define Westgate's financial acumen terms
- Outline the components of budgets HOA/Developer
- Identify the financial responsibilities of leaders within the organization
- Identify the purpose of a General Ledger (GL) and P&L (Profit & Loss) Statement.
- Outline the basic components of a GL and P&L statement
- Determine what a GL Code is used for
- Explain how business drivers such as occupancy rates or operating expenses influence the P&L.

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Leadership Foundation Courses



Guest Services

Duration: 90 minutes

Description:

This module is designed to equip leaders with the knowledge and tools necessary to foster a culture of exceptional guest service at Westgate Resorts. This session covers Westgate's guest service expectations, leadership's role in service culture, guest service data analysis, service recovery strategies, and internal guest service. Participants will learn how to monitor service trends, provide feedback, and implement best practices to enhance the guest experience across departments.

Learning Objectives:

At the end of this unit, learners will be able to:

- Identify Westgate Resorts' service standards and expectations.
- Describe leadership's role in creating a guest service-focused culture.
- Analyze guest service data from platforms like Medallia, Revinate, and observations to identify trends.
- Implement strategies to improve service culture within their teams and departments.



Leading Change

Duration: 90 minutes

Description:

This module explores the critical role leaders play in navigating change within the organization. Participants will examine common change myths, understand how individuals and teams respond to change, and practice strategies for leading others through uncertainty using models like ADKAR and the Four Phases of Change. Leaders will walk away with actionable tools for communicating change effectively and guiding their teams through every stage of the change process.

Learning Objectives:

At the end of this unit, learners will be able to:

- Recognize the four phases of change.
- Identify how individuals react and respond to change.
- Facilitate change with your team using the four phases of change model.
- Plan and conduct a communication change meeting using the conversation model.

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Leadership Foundation Courses

Plans and Organizes Effectively

Duration: 90 minutes

Description:

This module helps leaders strengthen their ability to prioritize tasks, manage time, and develop structured plans that drive results. Participants will explore tools and strategies to manage daily operations, long-term projects, and departmental responsibilities with greater efficiency. The module also emphasizes adapting plans to business needs, such as seasonality or sudden changes, and designing processes that streamline team efforts. By building strong planning and organizational habits, leaders can improve execution, reduce operational friction, and better support team and guest experiences.

Learning Objectives:

At the end of this unit, learners will be able to:

- Recognize the importance of planning and organization in achieving goals and driving team success.
- Prioritize tasks effectively using proven time management techniques.
- Develop and implement clear, action plans to accomplish individual and team objectives.
- Manage complex projects and coordinate efforts across multiple teams and departments.
- Design departmental processes and standards that enhance efficiency and execution.

Problem Solving

Duration: 90 minutes

Description:

This module equips leaders with the skills to identify challenges, analyze root causes, and develop effective solutions that drive operational success. Leaders will learn structured problem-solving techniques, critical thinking strategies, and how to apply data-driven decision-making to complex workplace issues.

Learning Objectives:

At the end of this unit, learners will be able to:

- Explore strategies for defining problems and generating good business solutions based on clearly defined criteria.
- Identify different methods of evaluating decision-making alternatives to ensure core problems are solved.
- Determine clear objectives to ensure the solution achieves the desired objective and outcome.
- Explore various tools to assist in the problem-solving and decision-making process.



Leadership Foundation Courses

Strategic Thinking

Duration: 90 minutes

Description:

This module empowers leaders to think beyond day-to-day operations and align their decisions with long-term organizational goals. Participants will explore frameworks such as SWOT, PESTLE, and KPIs to analyze business challenges, anticipate trends, and identify opportunities. Through hands-on activities and case studies, leaders will strengthen their ability to make informed, forward-thinking decisions that drive sustained success.

Learning Objectives:

At the end of this unit, learners will be able to:

- Define strategic and critical thinking
- Make informed business decisions to ensure the success of your team, property, and organization
- Analyze complex business situations and develop strategic responses
- Action plan to align department goals with Westgate's strategic plan.



LIFE Support Modules



LIFE Launch: *Welcome and Introduction Module, hosted by L&D*

Duration: 60 minutes

Description:

This foundational module serves as the starting point for all participants in the LIFE leadership development program. Designed to create a welcoming and inclusive environment, this session introduces learners to the structure, purpose, and expectations of the program. Participants will meet the Learning & Development team, connect with fellow learners, and explore how to navigate the series for maximum impact. This module sets the tone for a successful learning journey.

Learning Objectives:

At the end of this unit, learners will be able to:

- Understand the goals and structure of the LIFE Leadership Foundations series.
- Identify the key topics and how to access each course.
- Clarify expectations for participation, engagement, and application.
- Connect with the L&D team and fellow participants to build community.
- Reflect on personal leadership goals and how the series can support them.
- Navigate the virtual learning environment confidently.
- Recognize the importance of planning and organization



LIFE Labs: *Virtual Study Sessions, hosted by L&D*

Duration: 60 minutes- weekly

Description:

The Virtual Study Lab is an interactive space designed to deepen learning and foster collaboration among participants in the LIFE Leadership Foundations program. This open forum provides an opportunity to ask questions, share insights, and engage in meaningful dialogue with facilitators and peers. Whether you need clarification on course content, want to explore real-world applications, or simply connect with others on the leadership journey, the Study Lab is your go-to resource for support and growth.

Learning Objectives:

By the end of this session, participants will be able to:

- Engage in open Q&A with facilitators to clarify concepts and expectations.
- Collaborate with peers to share experiences and best practices.
- Apply insights from previous modules to real-world leadership challenges.
- Strengthen understanding of key leadership principles through discussion and reflection.
- Build a supportive learning community that encourages continuous development.

LIFE Immersion On-Job-Training Overview

The LIFE program includes 11+ possible departments for immersions and your Learning & Development team is continuously working to add more. Current departments include:

- Contact Center
- Engineering
- Food & Beverage
- Front Office
- Housekeeping
- Human Resources
- Learning & Development
- Sales Support
- Security
- Sourcing
- Talent Acquisition

Participants will select 10 or more departments to participate in.

While the order of rotations is flexible, participants are responsible for coordinating directly with points of contact in each department to schedule their sessions at mutually convenient times. Learning & Development will provide a contact list.

- Resort Operations immersions will be 4 to 8 hours in duration.
- Corporate and Contact Center immersions will be 2, 4 or 8 hours, with virtual options available for team members outside Central Florida or other large resort hubs.

In addition, weekly Welcome & Introductory Sessions and Study Lab Sessions will be facilitated by L&D. These sessions are open to all participants and designed to support their leadership journey throughout the program.

Overview: LIFE Leadership Program Learning Path

All learning is learner focused, designed to work around the learner, for the learner.

Core Leadership Competency Courses

Build Your Foundation

- Complete 11 mandatory leadership courses
- Each course includes a self-paced field assignment
- Focus areas include: Coaching & Development, Strategic Thinking, Effective Communication, Financial Acumen, Leading Change
- Learner-driven pace and application

Leadership Immersion Experience

Explore Leadership in Action

- Complete 10+ Immersions.
- Activities include: shadowing leaders, asking reflection questions, and learning about their operations.
- Flexible scheduling to fit the learners workflow.

Capstone Assignment

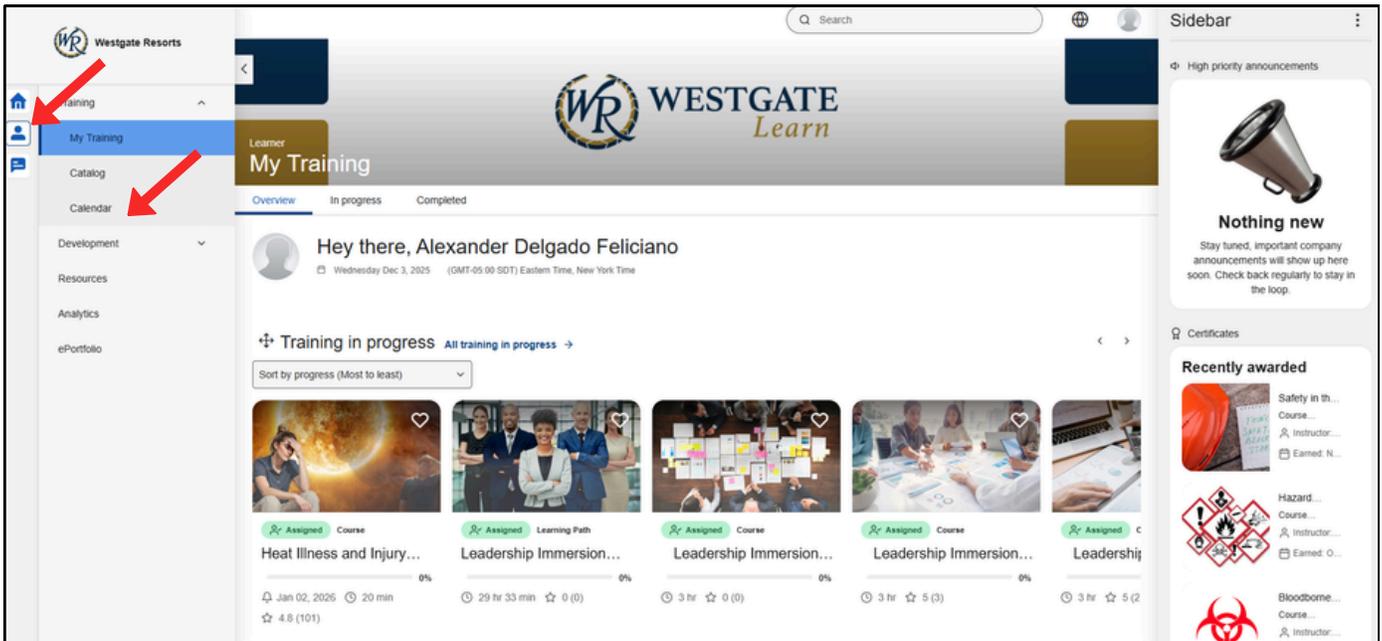
Lead a Real-World Challenge

- Learners may propose a project or pick from a list of stretch projects that are looking for individual contributors.
- More info will be released about the stretch project as you progress in the program.

FAQs

How do I sign up for a Leadership Foundation module?

1. Log into Westgate Learn.
2. On the left hand menu, select the Learner Icon > Training > Calendar.
3. Click Calendar.



- Click any of the LIFE courses in your calendar to review the instructors, agenda, and then click Register to sign-up.
- You will be invited to the meeting via Teams.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3 9 AM LIFE: Conflic	4 2 PM LIFE: Conflic	5 8:30 AM LIFE: Lea	6	7	8
9 10 AM Recovering 2 PM Recovering 1	10 8:30 AM LIFE: Effe 9 AM LIFE: Financ +1 more	11 10 AM Recovering 12 PM LIFE: Finan +2 more	12 8:30 AM LIFE: Stra 2 PM SPIFF Progr	13	14 8:30 AM LIFE: Coa	15
16	17	18	19	20	21	22
23 2:30 PM LIFE: Gue	24 8:30 AM LIFE: Coa 9 AM LIFE: Plans +1 more	25 10 AM LIFE: Creat 12 PM LIFE: Plans	26 2:30 PM LIFE: Gue	27 8:30 AM LIFE: Lea 12 PM LIFE: Probl	28	29

Virtual event ✕

LIFE: Coaches and Develops Others

Course: Leadership Immersion For Excellence (LIFE): Coac...

49 seats available

[iCal Event](#)

This module equips leaders with strategies to navigate workplace conflicts effectively by fostering open communication, collaboration, and problem-solving. Participants will explore best...

[View more](#)

Attendee(s): 1 learner

Instructor(s) ▼

Guest Instructor(s) ▼

Agenda ▼

Register
Go to event

FAQs cont.

How do I sign up for an immersion?

1. Determine which departments you would like to immerse yourself in by viewing available ones in your Immersion Checklists course or by following this URL: <https://app.schoox.com/academy/WestgateResorts/learner/course/12098437/about>
2. All currently available departments are listed on the right hand menu. You can click the checklist to view, or find the reference PDFs here: <https://lobby.wgresorts.com/life-program/>

Leadership Immersion For Excellence (LIFE): Immersion Checklists [Go to details](#)

Self-paced on-the-job training **Optional**

Housekeeping OJT Checklist

After you complete a task, select the learner checkbox to sign off.

Sign-off required

Task	Learner	Trainer
1 Quality Room Inspection Conducted a quality room inspection (stayover or checkout) using standard cleanliness and maintenance criteria, and documented any issues according to procedure.	<input type="checkbox"/>	<input type="checkbox"/>
2 Room Priorities Reviewed how room priorities are set (arrivals, early check-ins, VIP rooms, stayovers, "do not disturb," out-of-order rooms) using assignment boards or mobile devices.	<input type="checkbox"/>	<input type="checkbox"/>
3 Pre-Shift Huddle Participated in a pre-shift huddle and observed how the supervisor communicates daily goals, safety reminders, section assignments, and any special situations or guest needs.	<input type="checkbox"/>	<input type="checkbox"/>

Next →

Help

- Housekeeping OJT Checklist (32 tasks)
- Sourcing OJT Checklist (32 tasks)
- Front Office OJT Checklist (31 tasks)
- Talent Acquisition Checklist (32 tasks)
- Human Resources OJT... (31 tasks)
- Sales Support Checklist (32 tasks)
- Engineering OJT Checklist (31 tasks)
- Learning & Development... (32 tasks)
- Security OJT Checklist (31 tasks)

3. Once you determine which departments you'd like to complete an immersion in, you can follow the instructions on the immersion contact list & guide: https://lobby.wgresorts.com/wp-content/uploads/2026/03/LIFE_Immersion_Contact_List.pdf
4. You can select immersion departments at your current location or ones within drivable distance. If a department is not available at your current or a nearby location, you can also request a digital immersion via Teams.
5. After completing your immersion, submit the relevant checklist in Westgate Learn.

FAQs cont.

Who can I contact for technical issues in the LMS?

- Please reach out to a program manager or email learn@wgresorts.com to report LMS related issues.

How do I sign up for a Leadership Immersion?

- Your L&D manager will send you a list of contacts to reach out to you.
- You are responsible for reaching out to them via email, Teams, or phone to set-up a time that works for both you and the training department.
- Your L&D manager will provide an on-job-training (OJT) checklist for you to bring with you. This checklist is a reference that you can fill out, add notes to, and obtain the signature of the trainer for your records.
- You and your trainer will cover the checklist items, and you will submit the completed checklist to the L&D manager in the LMS by entering the information into a digital checklist.

How does LIFE support career growth?

- Progress and completion in the LIFE program will put you on a “leadership bench” that Talent Acquisition and hiring leaders will see when filling leadership positions.
- Exposure to other business areas will help you build a network and connections.

What if I need to cancel enrollment for a class or immersion?

- We understand that sudden emergencies can occur. If you need to cancel enrollment for a class or immersion, please email your immersion training department or class trainer (copying the L&D manager) 24 hours in advance.
- If that is not possible, please contact them or send a Teams message before the session begins.
- Continued cancellations without adequate forewarning (24+ hours) may result in removal from the program.