



Introducing Tirian & our Hospitality Experience www.tirian.com

Tirian is a leading international organizational learning and consulting company. We specialize in developing individuals, leaders and teams in the context of the organization. Tirian produces both creative and original high quality programs and resources designed to empower individuals and promote constructive organizational growth. We help leaders and teams to reflect on and find real solutions to their business issues. Through innovative simulations and engaging facilitation we create positive intervening experiences which break down barriers and provide unique leadership and team development opportunities and outcomes.

Our philosophy

Stimulating in approach – Intelligent in content

Tirian creates learning experiences that are designed to rebalance, refocus and realign individuals and teams. Tirian's programs involve deliberate use of the 'praxis method', utilizing actioned events and facilitated reflection to bring about lasting change and learning. Tirian doesn't just provide clients with fun experiences or straight skills training, we educate for targeted lasting and lasting change.

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|------------------------------|--|
| 1. Praxis approach | Involving action and reflection |
| 2. Engagement process | Through innovative programs that utilise self-discovery learning |
| 3. Outcomes focus | Targeting specific issues and outcomes needs |

Tirian's experience in the travel and leisure industry

Tirian programs specially designed for hotels can include the opportunity for the leadership, management team & line staff to work through key areas related to:

1. Knowing and understanding individual behavior styles within the team and matching it to personalize it to all guests.
To go beyond generic customer service to "BRANDED" customer service by all staff.
2. Creating effective leaders and maximizing individual and team strengths.
3. Using creative thinking problem solving to: Future proof the organization, & innovate successfully into the future.
4. Using creative thinking problem solving to: create guest centered processes & employee engagement.
5. Vision, Mission and Values: Contextualizing HQs, -OR- Building from scratch, using the VMV to engage staff, measuring behaviors, implementing strategies, build branding, and ensuring consistent decision making.
6. Creating & leading a culture of Innovation.

Four signature solutions offered by Tirian

- 1) **Innovation, Culture Change, Creative Thinking & Problem Solving Tools** (empowers all participants to deal with issues and successfully find solutions): [The Innovation Race](#), [Creative Scene Investigation](#),
- 2) **Real Customized Service** (giving exec com & staff at all levels the tools and language to understand different behavior styles and hence respond effectively to individual client needs): [Dynamic Interaction](#)
- 3) **Applying The External Branded Concept- Internally** (enabling exec com & then staff to understand how to deliver on the corporate Vision Mission Values in their culture, property, and department): [Mission Possible](#) + [The Creative Appliance Project](#)
- 4) **Increasing Efficiency And Effectiveness** (encouraging exec com & staff to contribute to developing better systems and processes to improve individual, team and organizational effectiveness): [The Chocolate Factory](#)

Hospitality industry clients & case studies

Our team has worked with a number of important clients in the hospitality field globally including: The Four Seasons Hotels & Resorts – through delivery of the keynote talk at their CEO/GM’s conference in Toronto, and working with multiple award winning properties on innovative ways to deliver branded customer service; Aman Resorts – to understand how to use their unique values to create effective implementable mission statements; One Aldridge (UK) and the new Patina Hotel Pontiac Lands – creating a vision and mission; Genting Resorts – helping the team embrace the future (chairman, President and SVPs); FRHI – developing strategies connected to measurable goals. We have also worked with various leaders and teams from Starwood, Hyatt, Conrad, Mandarin Oriental and IHG.

COMPANY	COUNTRY	TEAM AND PROGRAM FOCUS
Four Seasons Hotels and Resorts http://www.tirian.com/clients-successes/case-study/four-season-hotels.php	<ul style="list-style-type: none"> • Toronto HQ • Bali • Singapore • Doha 	<ul style="list-style-type: none"> • CEO, ELT, RVPs and GMs International Management Conference (the only external presenters) • Exec com /Managers • Exec com opening team (Doha) • <i>Exec com leadership , team dynamics profiling (Bali)</i>, • <i>Leadership team</i> • <i>Branding / Values</i> • <i>Creating a branded Customer Service experience</i> • <i>Innovation</i>
Regent Hotel http://www.youtube.com/watch?v=XzxOoVadihY	<ul style="list-style-type: none"> • Singapore 	<ul style="list-style-type: none"> • Full integrated 6 month program • <i>Vision Mission Values</i> • <i>Team dynamics</i> • <i>Leadership</i> • <i>Coaching</i> • <i>Customer Focus programs</i>
FRHI - Raffles, Swissotel, Fairmont	<ul style="list-style-type: none"> • Asia 	<ul style="list-style-type: none"> • Executive regional team and International President • <i>Strategic goal setting & planning</i> • <i>Vision planning</i> • <i>Team development</i>
Genting Resorts (Resorts world)	<ul style="list-style-type: none"> • Malaysia 	<ul style="list-style-type: none"> • Chairman, Board of directors, President, SVPs • <i>Innovation, growth, & embracing the future.</i>

Aman Resorts	<ul style="list-style-type: none"> • <i>Regional</i> • Indonesia (all) • USA • Morocco • Bhutan 	<ul style="list-style-type: none"> • Exec com • Managers • Exec com opening team • Exec com leadership • <i>Team dynamics</i> • <i>Profiling</i> • <i>Leadership team</i> • <i>Customer Service</i> • <i>Vision Mission Values (including the redesigning of the Aman resorts 20 year anniversary)</i> • <i>Coaching</i>
Conrad http://www.tirian.com/multimedia/client-experiences-feedback.php	<ul style="list-style-type: none"> • Indonesia 	<ul style="list-style-type: none"> • Full 1 year integrated program including team dynamics, leadership, KPIs outcomes matching, profiling , coaching, business facilitation, customer service
Starwood	<ul style="list-style-type: none"> • Asia • Indonesia • Malaysia • Bali 	<ul style="list-style-type: none"> • Finance team (regional) • Full 1 year integrated program including team dynamics, leadership, KPIs outcomes matching, profiling , coaching, business facilitation • <i>Sales & Presentation Skills</i> • <i>Customer Service</i>
IHG Intercontinental	<ul style="list-style-type: none"> • Australia • Asia • Indonesia 	<ul style="list-style-type: none"> • Exec com – leadership • Managers - leadership • <i>GMs conference for 250 GMs</i> • <i>Keynote talk – Financial controllers - branding</i>
Hyatt	<ul style="list-style-type: none"> • Indonesia 	<ul style="list-style-type: none"> • Sales, Customer Service & Presentation Skills
JW Marriott	<ul style="list-style-type: none"> • London 	<ul style="list-style-type: none"> • Develop creative and innovative thinking (<i>Liv Gussing – Tirian</i>)
One Aldridge	<ul style="list-style-type: none"> • London 	<ul style="list-style-type: none"> • Vision Mission Values (<i>Liv Gussing – Tirian</i>)
Pontiac Land / Patina Hotels	<ul style="list-style-type: none"> • Singapore 	<ul style="list-style-type: none"> • Worked with owners, CEO & owning company to develop a new brand vision mission and values for a 6 star hotel
Le Meridien	<ul style="list-style-type: none"> • Indonesia • Phuket 	<ul style="list-style-type: none"> • Sales, Customer Service & Presentation Skills. • Integration of new GM into executive team
Melia	<ul style="list-style-type: none"> • Indonesia 	<ul style="list-style-type: none"> • Sales & Presentation Skills
Mulia	<ul style="list-style-type: none"> • Indonesia 	<ul style="list-style-type: none"> • Sales & Presentation Skills
Mandara Spa http://www.youtube.com/watch?v=13zNa1KeScA	<ul style="list-style-type: none"> • Indonesia 	<ul style="list-style-type: none"> • Full integrated program including team dynamics, leadership, KPIs outcomes matching, profiling , coaching, business facilitation
IT & CMA TTG (Trade Show)	<ul style="list-style-type: none"> • Asia / International (held in Thailand) 	<ul style="list-style-type: none"> • Andrew Grant / keynote and MCing the 18th IT&CMA trade show in BKK. 2,000 delegates / 60 countries – (won the best presenter award)
Bali Tourism Board	<ul style="list-style-type: none"> • Indonesia 	<ul style="list-style-type: none"> • Recovery and rebranding of Bali after the Bali bombs
Travelport	<ul style="list-style-type: none"> • Macau 	<ul style="list-style-type: none"> • APAC Customer Conference – Keynote speaker

Note: Tirian also spends a great deal of time with their client choosing and working in Hotels so they are able to present information as both a consulting company and from a client perspective.

Tirian in the media

<http://www.tirian.com/in-the-media/>

Excerpt from an article in the Australian Financial Review

“Christopher Norton, regional vice president and general manager for Four Season Asia Pacific, says Tirian's program for the top 11 executives helps identify personality types and how to work with different approaches. “The resort moved into the best years that it had. It was a very solid team, and Tirian really helped us to understand its dynamics,” Norton says.



Excerpt from an article in MIX travel magazine

A key way we measure the longer term success is through how long after the program people continue to remember it, talk about it, and apply the learning. We have followed up participants from as long 10 years after the event, and the fact that they still talk about the positive experience and impact of the program as well as the practical ways the day affected their work and their lives in general shows us that it has been highly successful...



Excerpt from an article in MICE Middle East Corporate playgrounds

“Equally beneficial was a teambuilding programme for the top nine executives of the Four Seasons Doha, where general manager Simon Casson called on Tirian’s experience to galvanise his colleagues after the opening phase of the hotel. “Hotels are generally operationally focused but I am a strong fan of the whole process of executive development and team dynamics, and engaged **Tirian** to act as an outside facilitator,” he said. “The company had worked with Four Seasons in Singapore so I brought them in – the first task was to explain our company promise of ‘intuitive personal service’ and then agree on ways to develop this in delivery terms.” Two day long sessions took place in the hotel’s top suite, a far cry from the image of strenuous team development events, but for Casson, the results have set the management team on the right track to boost breakthrough performance in a competitive environment.”



http://www.tirian.com/media/corp_games.htm

http://www.tirian.com/media/corp_games2.htm

Success stories

Comments from the hotel industry about Tirian's programs ([more comments from other clients](#))



Four Seasons Case study

<http://www.tirian.com/clients-successes/case-study/four-season-hotels.php>

OUTCOMES:

- Interactive keynote and pre/post consulting for a presentation at the 2012 International Management Conference (Toronto) to the CEO, ELT, RVPs and all GMs looking at leadership excellent and innovation. *(previous speakers at this event included Jim Collins and John Cleese)*
- Staff throughout the properties have understood how the Four Seasons brand can be leveraged internally to develop and empower leaders and their teams.
- Regent hotel (Singapore) moved from 9 to 2 in its competitive set after a comprehensive Vision Mission Values rollout
- Doha: The GM created a strong aligned team and in 2006 was voted on the Condé Nast Traveler 'Hot List'.
- The Four Seasons team in Bali lead their hotel to be voted the number one hotel resort in the world 3 years in a row.

"You quickly and perceptively understood our strong company culture. What you gave us was a better understanding of the group dynamics and a better way to benefit from unrecognized strengths, opening up important sources of talent and energy that we had not recognized. Even to this day your input still has an impact on how we solve problems and work together as a team."

Chris Norton, General Manager

Former GM Four Seasons Hotel Bali and Executive Vice President for operations (global)

<http://www.youtube.com/watch?v=v5VkJXJMfPE>

"Tirian successfully helped our team understand our company promise of 'intuitive personal service' and then worked with us to agree on ways to develop this in delivery terms."

Simon Casson, Hotel Operations President of Four Seasons EMEA

"Very creative and innovative. A different presentation for what actually could be a "dry" topic. Since the course (6 months ago) we have been able to successfully implement it throughout all departments, and have watched a 100% improvement on our hotel ranking."

Gen McKenzie Director of Human Resources

Four Seasons / Regent Hotel Singapore <http://www.youtube.com/watch?v=XzxOoVadihY>

"A very productive time of learning and helpful to discuss issues. You created a great program that we can work with."

Guy Heywood, General Manager & VP

Aman Resorts USA / award winning Amankila GM / regional GM of Indonesia

"I have always been deeply impressed by our trainings and experiences with you and the subsequent change that they have brought about within Amandari. You are able to deliver the material in such a way that there is a relevance to the organization at every level - which is something that many training/consulting companies are not able to do."

Liv Gussing General Manager

Amadari Hotel Bali Multi award winning Best Hotel in the World

"All of us thoroughly enjoyed the content, your incredible way of teaching, and the pace it was presented."

Erhard Hotter, Regional GM

Sheraton/Starwood SE Asia

"2 years after this program and I still use what we learnt in our sessions. Thanks for that!"

David Simpson Director of Finance

Starwood Hotels Australia

"This was an incredible experience for our company. We were as a group able to identify our problems and create a plan. Other companies that I have used before have not been able to offer what Tirian has offered. You've given us a sense of responsibility both internally to our staff & to our customers"

Jeff Matthews Mandara Spa

President and Chief Operating Officer <http://www.youtube.com/watch?v=13zNa1KeScA>

"A powerful workshop that allowed us to look at the process of getting unstuck to think about the business in a whole new different way. It gave us a fresh approach to look at problems and helped us break away from processes that companies often get stuck in." (session delivered to the senior executive team including the Chairman, Board of Directors, President and SVPs)

Paul Gerard Vogt Baker

Deputy Chief Operating Officer, Genting Malaysia Berhad

Meet the directors



Based in Sydney with offices & local teams in: Singapore, HK, Dubai, UK, & USA.

Andrew Grant and Gaia Grant are the directors of [Tirian](#), and authors of the breakthrough book *'Who Killed Creativity?... And How Can We Get it Back. The Innovation Race AND A Patch of Paradise*. Andrew and Gaia Grant are researchers, authors and keynote speakers who are best known for their innovation culture development work with top companies worldwide. They have created a number of unique corporate simulations and resources, and have published two international bestseller books: *The Innovation Race: How to change a culture to change the game* and *Who Killed Creativity?... And How Can We Get it Back?: 7 essential strategies for making yourself, your team and your organization more innovative*. Gaia is also recognized internationally for her breakthrough doctoral research into innovation sustainability through the discipline of Strategy, Innovation and Entrepreneurship at the University of Sydney Business School, having previously studied creative thinking and innovation with the State University of New York. The Grants are recognised as global authorities on creative thinking and innovation, having been engaged by market innovation leaders for the following sample projects: Nestle – *'Innovation for Sustainability'*; Disney – *'Creating Compelling Ideas'*; Mercedes Benz – *'Innovative Brand Positioning'*; Estee Lauder – *'Reimagining Regional Retail Models'*, Salesforce – *'The Future of Marketing'*, Duke University (UAE Prime Minister's office) – *'Building Future Leaders'*, along with many large finance institutions including Citibank, Deutsche Bank, BNP Paribas, Allianz, and UBS.

High profile international conferences have included: TEDx, APEC CEO Summit / APEC University Leaders' Forum, PwC National Conference (USA), Young Presidents' Organisation (YPO) Global Edge, Four Seasons Hotel International CEO Conference, The World Innovation Conference, Salesforce Roadshow, HR Summit & HR Smart Workforce, Gartner Symposium CIO ITxpo, & Innoday.



[Keynote Showreel video](#)



[Andrew Grant TEDx speaker](#)



[Gaia Grant: The Battle Of Big Thinking. Vivid Sydney](#)

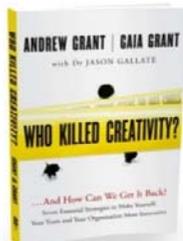


[Harvard Business Review](#)



[Media TV interviews Creativity Innovation](#)

ENDORSEMENTS: *"Totally captivating"* South China Morning Post | *"Exceeded expectations"* SBU leader Nestle | *"Compelling ideas."* Regional GM Disney | *"One of the highest ranked session of the year"* Board Member YPO/WPO Global Leadership Conference | *"The best program I've ever seen."* Regional CEO Daimler (DFS) *"Great takeaways"* VP Citigroup | *"Brilliant"* VP Cisco Systems | *"Top marks"* UBS | *"Great springboard"* J&J.



Economists estimate that upto 80% of economic growth comes from innovation and new knowledge, and recognize innovation as an important potential factor in dealing with global challenges. The best way to ensure innovation is nurtured over the long term is to establish a culture that best supports this. In business, innovation has been found to be a compelling motivator for organizational engagement, a formidable foundation for competition in the commercial market, and a strong indicator of organizational success.



Who Killed Creativity? CEOs say creative thinking is the #1 leadership competency needed for the future - it is a stronger predictor of life success than IQ, and yet Creative Quotient testing shows creative thinking is on the decline. *Seven essential strategies for making yourself, your team and your organization more innovative.* (English | Mandarin | Portuguese | Arabic | Audible)
The Innovation Race *Who wins, who loses and who gets eliminated? Or can we change the game towards a more sustainable purpose driven innovation?*

"Read this book before it's too late" **Margaret Heffernan**, Author, BBC TV producer, CEO & entrepreneur
"An engrossing journey." **Peter Martin**, Economics Editor, *The Age*

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