

Transformational Leadership for Today's Tourism Environment

Franz Manderson - Deputy Governor
and Head of the Civil Service

Leaders Must Transform Their Leadership Styles



Our New World



Spend a Lot of Time on Purpose

The purpose of Southwest Airlines is to “connect people to what’s important in their lives through friendly, reliable, and low-cost air travel.”

Our Civil Service



Our Purpose - To Make the Lives of Those
we Serve Better

Trust



Care for the Team



Results

October 2018 Happy or Not Results – Owen Roberts International Airport:

- * Over 12,000 passengers
- * 87.5% were happy with the customer experience

Recap

- * Transform leadership style
- * Spend a lot of time on purpose
- * Trust the team
- * Care for the team