

FROM PAUSE TO PROGRESS™

HOSPITALITY EDITION

A Hospitality Wellness & Personal Growth Experience

Using the EMBRACE 6 P's of Personal Growth™

A PRACTICAL, HUMAN-CENTERED FRAMEWORK

For navigating guest interactions, workplace pressure, team communication, change, and the moments that test how we show up.

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A Hospitality Guide for Real Service Moments

This edition brings the EMBRACE 6 P's into hospitality - where employees are expected to create welcoming experiences while navigating fast decisions, guest emotions, changing priorities, physical demands, and life outside the workplace.

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HOSPITALITY IS HUMAN WORK

The guest may remember the room, meal, event, or amenity - but they often remember most how they were treated in a moment that mattered.

EMBRACE YOUR JOURNEY • HOSPITALITY LEARNING

From Pause to Progress™

A Hospitality Wellness & Personal Growth Experience using the EMBRACE 6 P's.

The Workshop Promise

Participants leave with more than inspiration. They leave with a shared language and a practical reset tool they can use during a demanding shift, a difficult guest interaction, a tense team moment, or a decision that needs a more intentional response.

SIGNATURE RESET QUESTION

"Which P am I in, and what is my next honest step?"

Designed for hotels, resorts, hospitality teams, guest-facing operations, supervisors, department leaders, employee development, and service-culture initiatives.

What Participants Leave With

- Use the 6 P's as a repeatable reset framework during guest pressure, conflict, change, overload, and high-demand service moments.
- Recognize the difference between an automatic reaction and an intentional response.
- Identify the root of recurring tension instead of responding only to the fruit of the issue.
- Choose one clear next step that supports communication, accountability, boundaries, service, and personal responsibility.
- Apply the framework to hospitality situations and leave with language that can be used immediately across roles and departments.

The Hospitality Reality: Serving People While Being People

Hospitality employees are often asked to stay calm, helpful, responsive, and welcoming while the environment around them is moving quickly. A guest may need an answer now. A room may not be ready. A coworker may have called off. A banquet timeline may shift. Housekeeping may be behind. A maintenance issue may surface at the worst possible time.

At the same time, employees do not leave grief, caregiving, financial concerns, health worries, family demands, uncertainty, frustration, or decision fatigue at the employee entrance. They bring their whole humanity to work.

THE HOSPITALITY CHALLENGE

The employee is not only managing the task. They may also be managing their internal response while still being expected to create a positive experience for someone else.

This Workshop Is Different

This is not a sit-and-listen presentation and it is not group therapy. Participants are never required to disclose personal information. The experience uses private reflection, realistic hospitality scenarios, guided discussion, and a repeatable reset framework.

Hospitality Priority	How the Workshop Supports It
Employee Well-Being	Notice overload and emotional pressure earlier, before they spill into service or team behavior.
Guest Experience	Create space between a difficult guest moment and the employee's next response.
Cross-Department Communication	Slow down assumptions, clarify information, and strengthen handoffs between roles and shifts.
Leadership Development	Give supervisors a framework before feedback, escalation, difficult conversations, and fast decisions.
High-Demand Workforce Support	Encourage smaller sustainable responses instead of waiting for frustration or exhaustion to peak.
Service Culture	Create memorable, non-clinical language for reflection, ownership, accountability, and intentional response.

The EMBRACE 6 P's in Hospitality

One framework. Six memorable questions. A practical way to move from pressure to intentional action.

P	Purpose	Hospitality Application	Reset Question
PAUSE	Interrupt the automatic reaction.	Notice before responding to a guest, coworker, supervisor, or unexpected problem.	What am I noticing right now?

P	Purpose	Hospitality Application	Reset Question
PINPOINT	Name what is actually driving the moment.	Look beyond the fruit of the issue to identify the root — including gaps, assumptions, overload, unclear expectations, or operational breakdowns.	What is really happening underneath this?
PROCESS	Make space for what is true.	Acknowledge emotion, assumptions, and needs without turning the workplace into a therapy room.	What am I feeling, assuming, or avoiding?
PLAN	Choose one clear, respectful next step.	Decide what can be clarified, communicated, resolved, escalated, or requested.	What is my next honest step?
PRACTICE	Turn insight into repeatable behavior.	Use the framework during shift handoffs, guest recovery, feedback, boundaries, and change.	What will I try differently next time?
PROGRESS	Recognize growth and reinforce what works.	Notice small shifts that improve service, teamwork, and self-management over time.	What progress can I name?

SIGNATURE HOSPITALITY LANGUAGE

"Which P are you in?" gives teams a simple way to name where they are. "What is your next honest step?" moves the conversation toward ownership and action.

The Two-Hour 6 P's Overview

Fast-moving, reflective, and interactive - designed to engage hospitality employees while protecting professional boundaries.

Time	Segment	Participant Experience
0:00-0:08	Welcome + Set the Room	Purpose, expectations, and professional participation agreements
0:08-0:23	What P Are You Carrying Today?	Signature icebreaker and immediate connection to the framework
0:23-0:35	The Hospitality Reality	Serving people while being people; recognize what employees carry into service
0:35-0:50	Pause	Interrupt reaction and create room for choice
0:50-1:05	Pinpoint	Look beyond the fruit of the issue to identify the root
1:05-1:20	Process	Acknowledge what is true without overexposure
1:20-1:27	Reset Break	Breath, stretch, water, quiet reflection
1:27-1:42	Plan	Choose one clear, honest, doable next step
1:42-1:55	Practice	Apply the 6 P's to realistic hospitality scenarios
1:55-2:00	Progress + Commitment	Name one shift to carry into the coming week

Participation Agreements

- Share only what feels appropriate.
- Participants are always allowed to pass.
- Listen to understand - not to fix.
- The goal is insight and application, not personal exposure.
- Take what is useful and apply it in a way that fits your role, property, and workplace.

OPENING FRAME

The workshop does not ask employees to smile through problems that need to be addressed. It gives them a structured way to notice what is happening, understand it more clearly, and choose how to respond.

Signature Learning Moments

1. "What P Are You Carrying Today?"

Participants choose the P that feels closest to where they are in the moment. The activity demonstrates a hospitality truth: people can work the same shift, serve the same property, and still be carrying very different internal experiences.

Why it works: It is memorable, low-risk, and gives participants an immediate connection to the framework without requiring personal disclosure.

2. The 3-Breath Pause

- First breath: notice your body.
- Second breath: notice your emotion.
- Third breath: notice your choice.

TAKEAWAY

Pause gives your wisdom time to catch up with your reaction.

3. Fruit vs. Root

We often look at the fruit of the issue, instead of the root of the issue. A guest complaint may be the fruit we see first. The root may involve unclear expectations, a missed handoff, delayed housekeeping, a maintenance problem, staffing pressure, incomplete information, overload, or an assumption that was never checked.

TAKEAWAY

You cannot solve what you have not honestly named.

4. The One-Step Plan

Participants complete: "Because I noticed _____, my next honest step is _____."

TAKEAWAY

A plan does not have to fix everything. It has to move the moment forward honestly.

Hospitality Scenario Lab

Practice is where insight becomes behavior. Participants apply all six P's to situations that feel familiar across hospitality roles.

Scenario	Hospitality Moment
The Angry Guest	A guest arrives already frustrated and expects an immediate solution.
The Room Isn't Ready	Check-in time has arrived, housekeeping is behind, and the guest wants answers now.
The Shift Handoff	Important information was not communicated from one shift or department to another.
The Call-Off	A team member calls off during a high-occupancy or high-volume period and the remaining team absorbs the work.
The Department Disconnect	Front desk, housekeeping, food service, banquets, or maintenance are operating with different information.
The Employee Who's Had Enough	Near the end of a demanding shift, one more problem appears and patience is running thin.
The Supervisor Moment	A leader must address an employee concern while still keeping guest service and operations moving.

The Scenario Lab Questions

- Pause - What am I noticing right now?
- Pinpoint - What is really happening underneath this?
- Process - What am I feeling, assuming, or avoiding?
- Plan - What is my next honest step?
- Practice - What will I try differently next time?
- Progress - What progress can I name?

CULTURE-BUILDING BENEFIT

Because the same six questions work across roles, the framework can become common language for self-reflection, coaching conversations, guest-recovery debriefs, shift handoffs, and manager check-ins.

The Person Behind the Service

Guests often see the uniform, name badge, role, smile, and service. They may not see what the person providing that service is carrying.

- A caregiving responsibility waiting at home.
- A financial conversation that happened before the shift.
- Grief or a major life transition.
- A health concern or sleepless night.
- Family responsibilities and competing demands.
- Uncertainty about work, home, or the future.
- The accumulation of difficult interactions from earlier in the shift.

WHOLE-PERSON LEARNING

Train the whole person, and you've trained the employee.

From Pause to Progress™ does not ask an employer to solve an employee's personal life. It equips the employee with a practical process that can travel with them - into the guest interaction, the team conversation, the drive home, and the next day's decisions.

Why This Matters in Hospitality

The guest experience is shaped by human beings. When employees have a repeatable, memorable, returnable process for navigating what they carry, they are better equipped to choose how they show up for the next guest, coworker, supervisor, and challenge.

A SERVICE-CULTURE QUESTION

What changes when employees are given tools not only for what to do — but for how to move from knowing to doing under pressure?

THE KNOWING-DOING GAP

Hospitality employees often already know they should stay calm, communicate clearly, ask for help, clarify before assuming, and recover before the next guest interaction. Information alone, however, does not guarantee application under pressure. From Pause to Progress™ helps participants ask a different question: What is getting in the way of being able to follow through with what I already know? The 6 P's create a practical bridge from knowing to doing by helping employees slow the moment down, identify what is underneath it, and choose a next step they can actually practice.

INFORMATION DOES NOT EQUAL TRANSFORMATION

Understanding matters. Practice is what makes the learning usable when the real moment arrives.

Progress Employees Can Carry Into the Next Shift

Growth is not always a dramatic breakthrough. In hospitality, progress may be:

- The pause before answering an upset guest.
- The clarifying question instead of the assumption.
- The respectful request for support before overload becomes frustration.
- The information shared during a cleaner shift handoff.
- The boundary stated without hostility.
- The decision to escalate an issue appropriately rather than carry it alone.
- The ability to recover after a difficult interaction instead of carrying it into the next one.
- Using feedback from a moment that did not go as intended to make a different choice the next time a similar situation appears.

FROM WORKSHOP TO WORKPLACE

Attendance is an activity, not an outcome. Whether an organization selects the two-hour overview or four-hour skill-building experience, the goal is not simply attendance; it is for participants to leave with language and tools they can return to when pressure shows up again.

Participants leave with a personal commitment, the 6P Reset framework, and a clear question they can reuse: “Which P am I in, and what is my next honest step?” Depending on the engagement, reinforcement can also include manager discussion prompts, a 7-day application bridge, a 30-day guided reflection series, or a follow-up conversation focused on application.

POTENTIAL ORGANIZATIONAL APPLICATION

- More intentional responses during guest-service pressure
- Clearer communication across shifts and departments
- Earlier recognition of overload before it spills into service or team behavior
- Greater use of clarification instead of assumption
- A common language supervisors can reinforce in coaching and check-ins
- More intentional recovery after difficult guest interactions
- Stronger transfer of learning from the workshop into daily behavior

Closing Commitment

ONE INTENTIONAL STEP

"One way I will move from Pause to Progress this week is..."

Each participant identifies one concrete action they can practice immediately.

When pressure shows up...	Ask...
Pause	What am I noticing right now?
Pinpoint	What is really happening underneath this?
Process	What am I feeling, assuming, or avoiding?
Plan	What is my next honest step?
Practice	What will I try differently next time?
Progress	What progress can I name?

REMEMBER

You do not have to carry everything differently today. Choose one thing you are willing to carry with more awareness.

Program Fit & Delivery

Ideal For

- Hotels and resorts

- Front desk and guest services
- Housekeeping teams
- Food and beverage
- Banquets and events
- Maintenance and engineering
- Sales and group-service teams
- Supervisors and department managers
- Leadership development programs
- New-hire, staff-development, or employee-appreciation learning days
- Properties seeking practical tools that support both employee experience and service culture

Customization Before Delivery

Before the workshop, EMBRACE Your Journey can gather property-specific context so examples and scenario practice reflect the environment participants actually work in. This may include participating departments, common guest-service pressure points, communication or handoff challenges, leadership priorities, and other operational realities relevant to the group. The core 6 P's remain consistent while the application is tailored to the property and its people.

Recommended Group Format

Designed for in-person delivery and adaptable for virtual hospitality teams. The experience works best when participants can reflect privately, discuss in pairs or small groups, and practice with realistic scenarios. Group size and room configuration can be tailored to the property or organization.

What the Organization Provides

- A protected two- or four-hour learning block, based on the selected experience
- Presentation space and standard A/V
- Seating that allows individual reflection and small-group conversation
- A point person for logistics and any property-specific context

What EMBRACE Your Journey Provides

- Facilitated Two-Hour 6 P's Overview or Four-Hour Interactive Skill-Building Experience
- Participant learning materials
- 6P Reset Tool for post-workshop use
- Certificate of Completion for each participant
- Hospitality scenarios and guided application exercises
- Optional manager reinforcement and follow-up resources

PROFESSIONAL BOUNDARY

From Pause to Progress™ is an educational workplace learning experience. It supports self-awareness, communication, and personal growth; it is not psychotherapy, diagnosis, or a substitute for clinical or employee-assistance resources.

Ways to Bring From Pause to Progress™ to Your Property or Team

Option	Includes
Essential	Two-Hour 6 P's Overview + participant handout + digital 6P Reset Tool
Signature	Essential package + branded participant workbook + desk-size 6P Reset Cards + Certificate of Completion
Culture Builder	Four-Hour Interactive Skill-Building Experience + manager follow-up session + 30-day guided reflection series

A Simple Hospitality Leadership Description

From Pause to Progress™ Hospitality Edition is available as a Two-Hour 6 P's Overview or a Four-Hour Interactive Skill-Building Experience that gives hospitality employees a shared language for navigating guest pressure, change, communication challenges, emotional overload, and the fast-moving moments that shape service. Using the EMBRACE 6 P's of Personal Growth™ - Pause, Pinpoint, Process, Plan, Practice, and Progress - participants learn how to interrupt reaction, identify what is really happening, make space for what is true, and choose one intentional next step. The experience is practical, reflective, professionally bounded, and designed for immediate use across hospitality roles.

The One-Sentence Pitch

BETTER GUEST EXPERIENCES BEGIN WITH SUPPORTED PEOPLE

A practical, human-centered framework that helps hospitality employees move from pressure and reaction toward clarity, intentional response, and progress.

About Jan Davidson

Jan Davidson is a speaker, author, trainer, and creator of the EMBRACE Model™. Her professional background includes extensive facilitation and leadership experience within the Indiana Department of Correction, including serving as Facility Director of Addiction Recovery

Services. Her work has centered on helping people understand behavior, navigate change, process difficult life experiences, and move from awareness into practical action. Through EMBRACE Your Journey, Jan brings that experience into workplace and organizational learning using practical, human-centered tools designed for real-life application.

About EMBRACE Your Journey

EMBRACE Your Journey creates practical learning experiences that help people navigate life's hills and valleys with greater awareness, intention, and forward movement. From Pause to Progress™ brings the EMBRACE Model's 6 P's into the workplace in a format designed for reflection, application, and shared language.

Progress, not perfection or performance.

Jan Davidson • Speaker • Author • Trainer • Creator of the EMBRACE Model™

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