



*A Quantum Leap in Excellence – Education without Borders*

## Panel Session 3

**Ajay Kapur – Faculty Head  
Hotelschool The Hague**

**High touch and the Student Journey: creating touch  
points that stimulate well-being**



## Our purpose

Creating hospitable future **together**

## Our mission

To be a leading educational community that develops students into sought after hospitality graduates.

Our **students benefit** from everything we do.

## Our vision

Our community shapes the global hospitality industry and endeavours to have a **positive impact** on society.



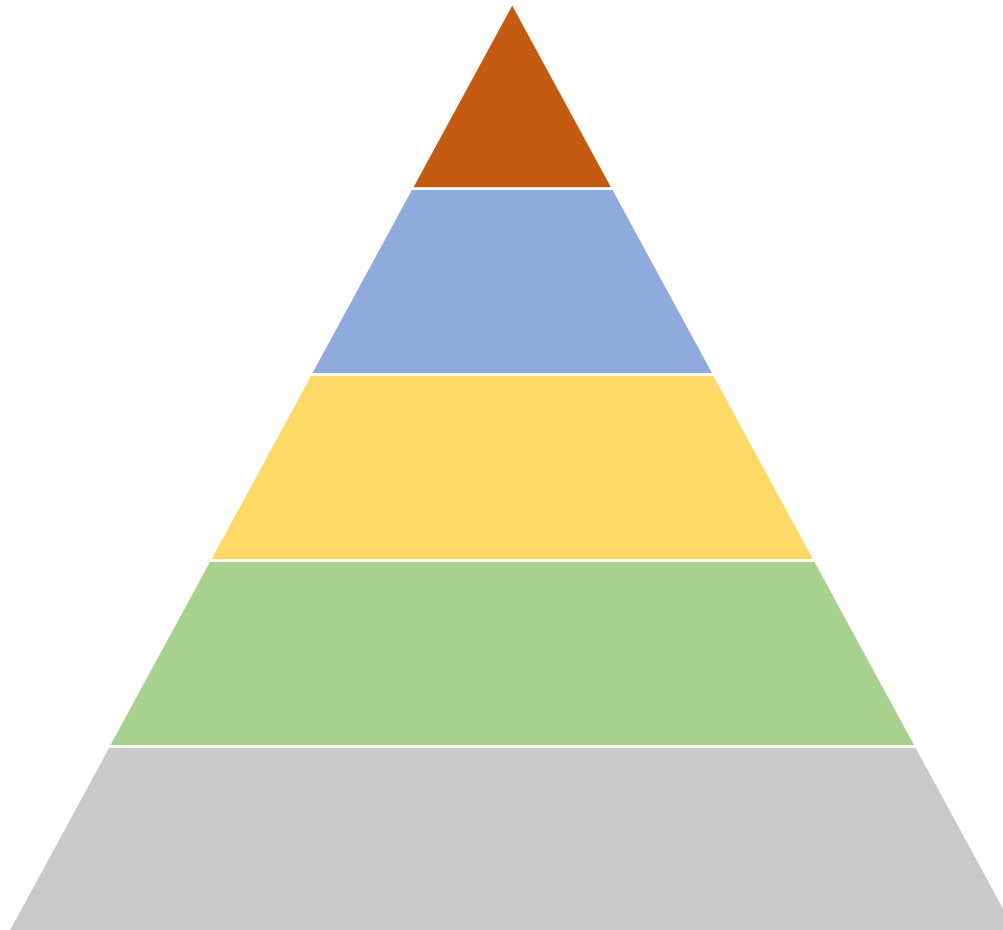
# High Tech High Touch and the curriculum

- In hospitality high tech often supports high touch
- HTH as Hospitality Business School focuses on both high tech as high touch, but soft skills make the difference





# Adversity Quotient



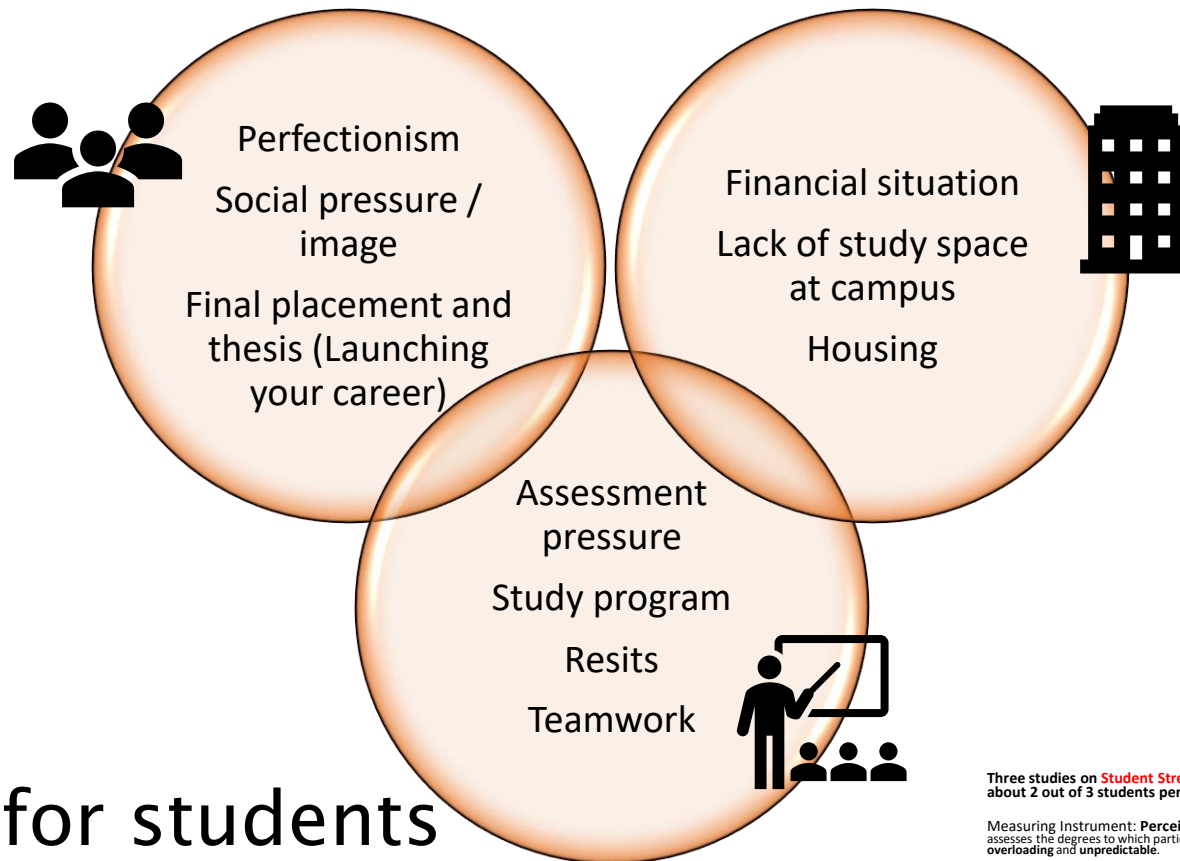
**Harnessing**

**Managing**

**Coping**

**Surviving**

**Avoiding**



# Stressors for students

Three studies on **Student Stress Journey** (HTH January 2019) show that about 2 out of 3 students perceive severe stress (n=359)

Measuring Instrument: **Perceived Stress Scale** (PSS-10, Cohen & Williamson, 1998); assesses the degrees to which participants perceive aspects of one's life as **uncontrollable**, **overloading** and **unpredictable**.





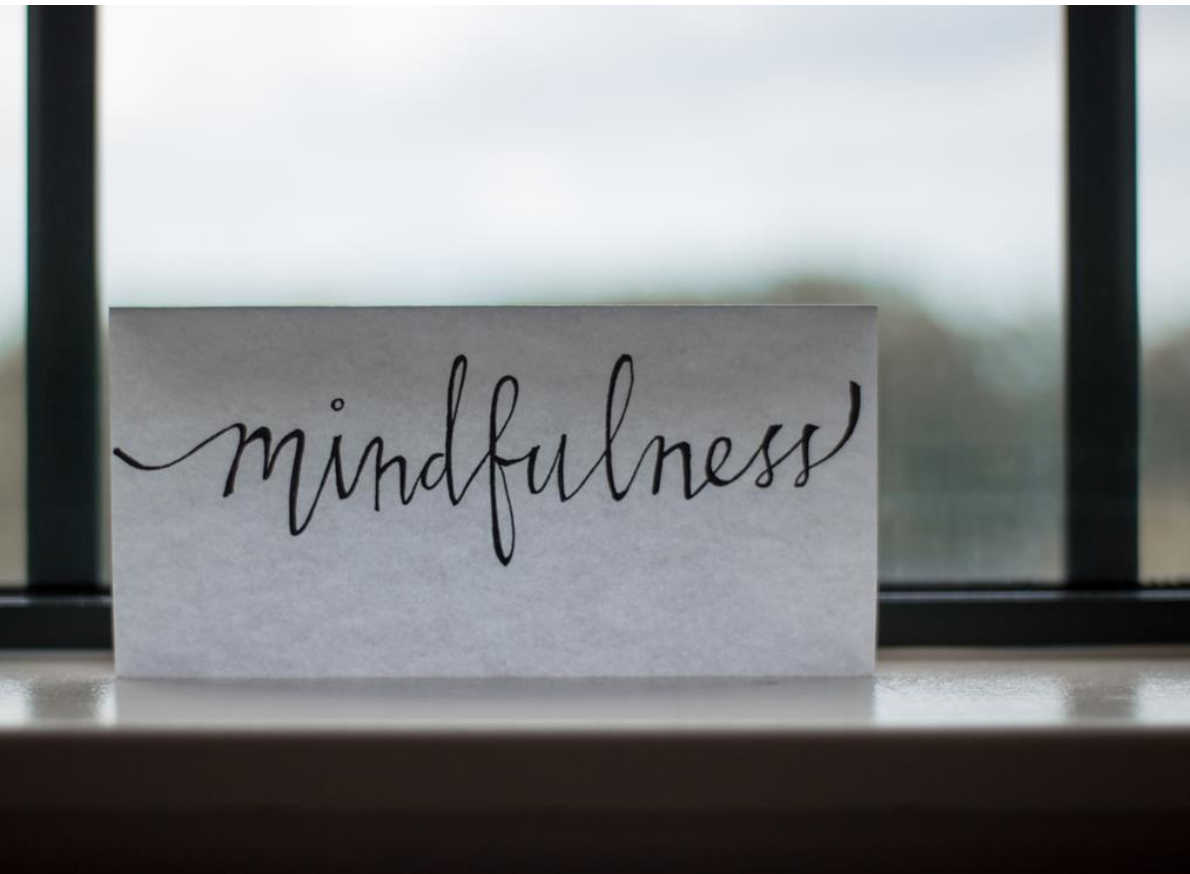
# Working on Resilience at Hotelschool The Hague (Adversity Quotient)



- ❁ 'On-course' tutoring throughout program
- ❁ Birkman Method on workplace performance for all students
- ❁ Student Stress Journey workshops
- ❁ 'Back on track' courses for delayed students
- ❁ Comenius funding for Well-being at the heart of hospitality



# Mindfulness for well-being of students



- Mindfulness goes beyond coping with stress
  - Meta cognitive skill; monitor and control
  - Resilience
  - Novel distinction
  - Compassion
- Mindfulness classes are given at HTH as Extra Curricular activity and as part of Leadership course in MBA



## Student Journey applied in course setup

### PRE-SESSION



**Session Preparation** and required reading completed to help understand and connect theory and application



**Session Preparation** forms the basis for final deliverables



Completed **Session Preparation** helps gain entry-ticket to session



Prepare **specific questions** related to the assignment to gain deeper insights and clarifications during session

Each Teammember is expected to engage in/with their team and share workload equally in order to succeed

### POST-SESSION



**Incorporate** learning from session (pre and during phase) to develop end deliverables



Make changes to session preparation content (as necessary) and **put edited content** into final report template

Each Teammember is expected to engage in/with their team and share workload equally in order to succeed

### DURING-SESSION



**Group sharing** and peer-to-peer **feedback** to gain deeper insights and develop understanding



**Team On-Course Health Check** to see if Team is on-track and making value-adding progress



**Analyze and Evaluate** content to help further develop end-deliverables

Each Teammember is expected to engage in/with their team and share workload equally in order to succeed

- Blended learning
- Role of coach/facilitator
- Peer to Peer learning
- High touch: e.g. empathy room





# READY TO CREATE MEANINGFUL JOURNEYS?

