



**WE ARE LEADERS.**  
*training, coaching and consulting*



# Hospitality Hearts & Business Brains

*Future-proofing de volgende generatie  
hospitality leaders*

Dana Jiménez Herrera  
October 6, 2026



WE.





# How do we “future-proof” the next generation?

WE.



# Research Insights – Booking.com "Future Skills"



WE.



# Future Skills– Twee Perspectieven

## Werkgever

*Strategische &  
Operationele focus*

- Digital
- Duurzaamheid
- Service Skills
- Communicatie
- Teamwork

**Supporting long-term  
competitiveness &  
maintaining day-to day  
performance**

**WE.**



## Werknemer

*Carriere focus*

- Leiderschapsvaardigheden
- Persoonlijke ontwikkeling
- Doorgroeicompetenties

**Enabling career growth and  
advancement**



# Future Skills– HTH Deep dive



**31 In-depth Interviews  
met Nederlandse  
hoteliers:**

**Soft Skills  
Resilience  
Analytical Thinking**

**WE.**



# Leadership & Personal Development Program



WE.

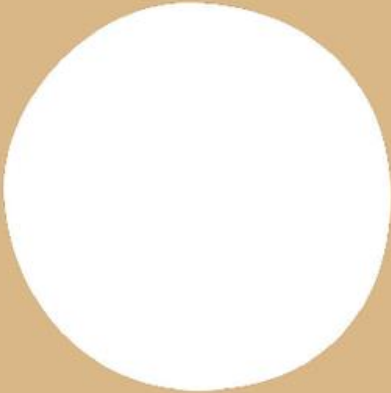
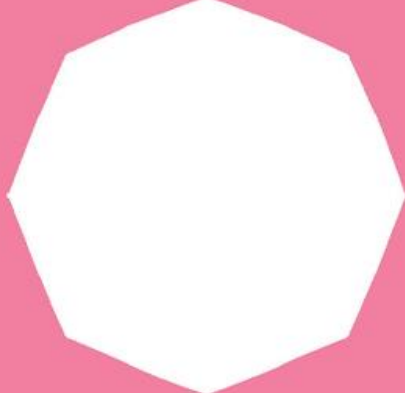
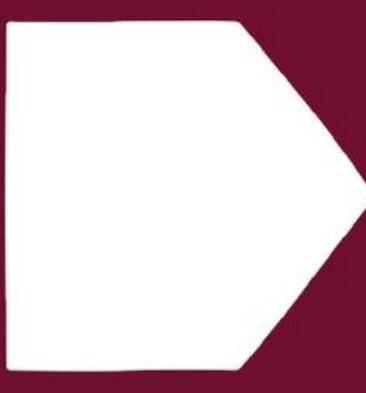


## Inner Development Guide



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|  <b>Being</b><br>Cultivating Our Inner Life |  <b>Thinking</b><br>Understanding Our Complex World |  <b>Relating</b><br>Caring for Others and the World |  <b>Collaborating</b><br>Building Trust and Working Together |  <b>Acting</b><br>Leading and Enabling Change |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Inner Compass                                                                                                                | Critical Thinking                                                                                                                     | Appreciation                                                                                                                           | Relationship-Building Skills                                                                                                                    | Courage                                                                                                                          |
| Integrity & Authenticity                                                                                                     | Perspective Skills                                                                                                                    | Connectedness                                                                                                                          | Inclusive Mindset & Intercultural Competence                                                                                                    | Hope & Optimism                                                                                                                  |
| Openness & Learning Mindset                                                                                                  | Systems Thinking                                                                                                                      | Humility                                                                                                                               | Co-creation Skills                                                                                                                              | Conscious Use of Resources                                                                                                       |
| Self-Awareness                                                                                                               | Long-term Orientation & Visioning                                                                                                     | Empathy & Compassion                                                                                                                   | Communication Skills                                                                                                                            | Proactivity                                                                                                                      |
| Presence                                                                                                                     | Creativity                                                                                                                            | Forgiveness                                                                                                                            | Mobilization Skills                                                                                                                             | Resilience                                                                                                                       |

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HOTELSCHOOL  
THE HAGUE  
Hospitality Business School

# *Leadership* **JOURNAL**



HOTELSCHOOL THE HAGUE ✨ AY25/26



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A person with long blonde hair is lying down, possibly on a bed or floor, with their arms raised. They are wearing a purple long-sleeved shirt and dark shorts. The background is a soft, out-of-focus blue and white. In the foreground, several hands are visible, reaching up towards the person, suggesting a group or a supportive environment. The overall mood is one of care and attention.

# No trust, no learning!

WE.





WE.





It is a shared responsibility!

WE.





**WE  
ARE  
LEADERS.**  
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# Thank you!



Let's connect!



/danajimenezherrera



hey@weareleaders.nl

