

# Teton Mountain Lodge enacts experience-based staff training

*Program fosters teamwork, leadership skills for Jackson Hole hotel employees*

**TETON VILLAGE, Wyo.** – In an effort to provide the best possible guest service and foster teamwork and leadership skills among employees, Jackson Hole’s new Teton Mountain Lodge is going experiential.

The Teton Mountain Lodge, the valley’s newest luxury condo-hotel, will provide experiential teambuilding and leadership training to all its managers and front-line employees through a year-long program tailored specifically for the Lodge. The program was created by Grand Dynamics, a Jackson Hole-based company that provides teamwork training and corporate development programs. Grand Dynamics held the first training session for Lodge employees last week, and new sessions will take place at regular intervals during the coming year.

The Grand Dynamics training program uses action-based and outdoor-learning scenarios to impart crucial messages to Teton Mountain Lodge employees. The idea is for them to learn important points for themselves through interactive exercises and challenges, a superior way to learn compared to messages dictated through lecture format. Group exercises are also designed to foster teamwork among the Teton Mountain Lodge staff.

“Providing the best quality service in any business – whether it’s guest service or something else entirely – means having employees who are well-trained in the company’s overall philosophy, who work together effectively, and who are empowered to be leaders and affect change when they see a problem,” said Teton Mountain Lodge General Manager Jeff Ward. “But telling people how to do those things is much more difficult than having them learn for themselves. That’s what this relationship with Grand Dynamics is all about.”

Ward added: “When employees are leaders and members of an effective team, everyone benefits – guests by receiving superior service, employees by feeling empowered and valued, and management through long-term employee retention and efficient operations.”

The program’s exercises are also designed to foster dialogue about problems that arise in the course of day-to-day operations, and encourage feedback on how to deal with them.

“Basically the whole approach is about how you can use action-based exercises to look at situations that *will* come up and find the most proactive way to deal with them – versus being reactive,” said Grand Dynamics President Tim Walther.

In addition, the Teton Mountain Lodge has forged a partnership with Grand Dynamics to serve business and corporate guests who hold retreats and business development events in

the Lodge's 2,200-square-foot meeting facility. Headquartered in Jackson Hole with offices in Arizona and Maryland, Grand Dynamics customizes corporate retreats, teamwork and leadership training sessions, business consulting, and health and wellness clinics for a wide range of business types. Since Grand Dynamics often combines outdoor training such as orienteering and mountain-travel exercises with indoor sessions, the Lodge's recently constructed meeting facility at the base of the Teton Mountain Range provides a perfect venue for such retreats. Grand Dynamics has worked with corporate clients such as Microsoft, MCI Telecommunications, The Minutemaid Co. and Patagonia.

Completed in the fall of 2002, the Teton Mountain Lodge offers guests the convenience, intimate ambiance and value of staying in a turn-key condo as well as the superior services and amenities of a luxury hotel. The Lodge – located in Teton Village at the base of the Jackson Hole Mountain Resort – offers slope-side access to world-class skiing and snowboarding and is within walking distance of summer activities ranging from hiking and horseback riding to mountain biking, fishing and climbing.

For more about the Teton Mountain Lodge, go on-line to [www.tetonlodge.com](http://www.tetonlodge.com) or call either (800) 801-6615 or (307) 734-7111. For information about Grand Dynamics, visit [www.granddynamics.com](http://www.granddynamics.com) or call 1-800-989-8434.