DID MONSIEUR ENJOY THE MEAL?

I COULD GET MORE NOURISHMENT BITING MY LIP.

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Developing human agents with global identities

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Overview

- Case study used,
- Identity and human agency theories,
- How to engage in identity and agency development for HTE education and industry.
Case study: Hollings

- One of 5 faculties in MMU,

- Hospitality, Tourism and Events management staff interviewed,

- 13 academics offered participation.

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<th>Hospitality Courses</th>
<th>Tourism Courses</th>
<th>Events Courses</th>
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<tr>
<td>Hospitality Management</td>
<td>Tourism Management</td>
<td>Events Management (full time)</td>
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<td>International Hospitality Management</td>
<td>Tourism with Events Management</td>
<td>Events Management (sandwich)</td>
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<td>Hospitality Business Management</td>
<td>Tourism Business Management</td>
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<td>Hospitality Management with Culinary Arts</td>
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<td>Hospitality and Licensed Retail Management</td>
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Global Citizenship Education in HTE,

Identity and Agency seen in the literature relating to active participation,

Socio-cultural theories of training and education.
Agency

* Agency is defined as “what a person is free to do and achieve in pursuit of whatever goals or values he or she regards as important” (Sen, 1985, p3),

* Student representatives were seen as main 'agency users',

* However, the general consensus was that industry does not want employees “at a lower level..upsetting the strategic balance” (P8)

* Action and effect are required to show agency: do staff in HTE always use their agency appropriately?

**Do teachers, lecturers and industry managers develop and expose students and staff own agency?**
Identity

* Wenger (2008) "learning as becoming",

P1 noted that they aim to "mould a happy cohesive unit, rather than disparate individuals."

However, P13 suggested that academics in HTE should "see the individuality of the students"

Cynicism was noted: one participant specifically said HTE companies only pay “lip service” (P4) to wanting graduates who will think independently,

Will students come with any "exposure"?

Do teachers, lecturers and industry managers develop and expose students and staff own identities?
Identity & Agency in HTE

- Holland et al (2001) on Mead (1934) "instinctual ability to coordinate your actions"
- Staff 'scripts',
- Training and development: understand personalities,
- Role play customer contact points prior to meeting,
- Personal 'traits' on employment?
- Supportive and empowering environment.
Thank You!

Questions?