



LIGHTHOUSE

Organizational Development



AICR LEADERSHIP CERTIFICATION PROGRAM

Program designed and delivered by Lighthouse Organizational Development

www.lighthouse-od.at

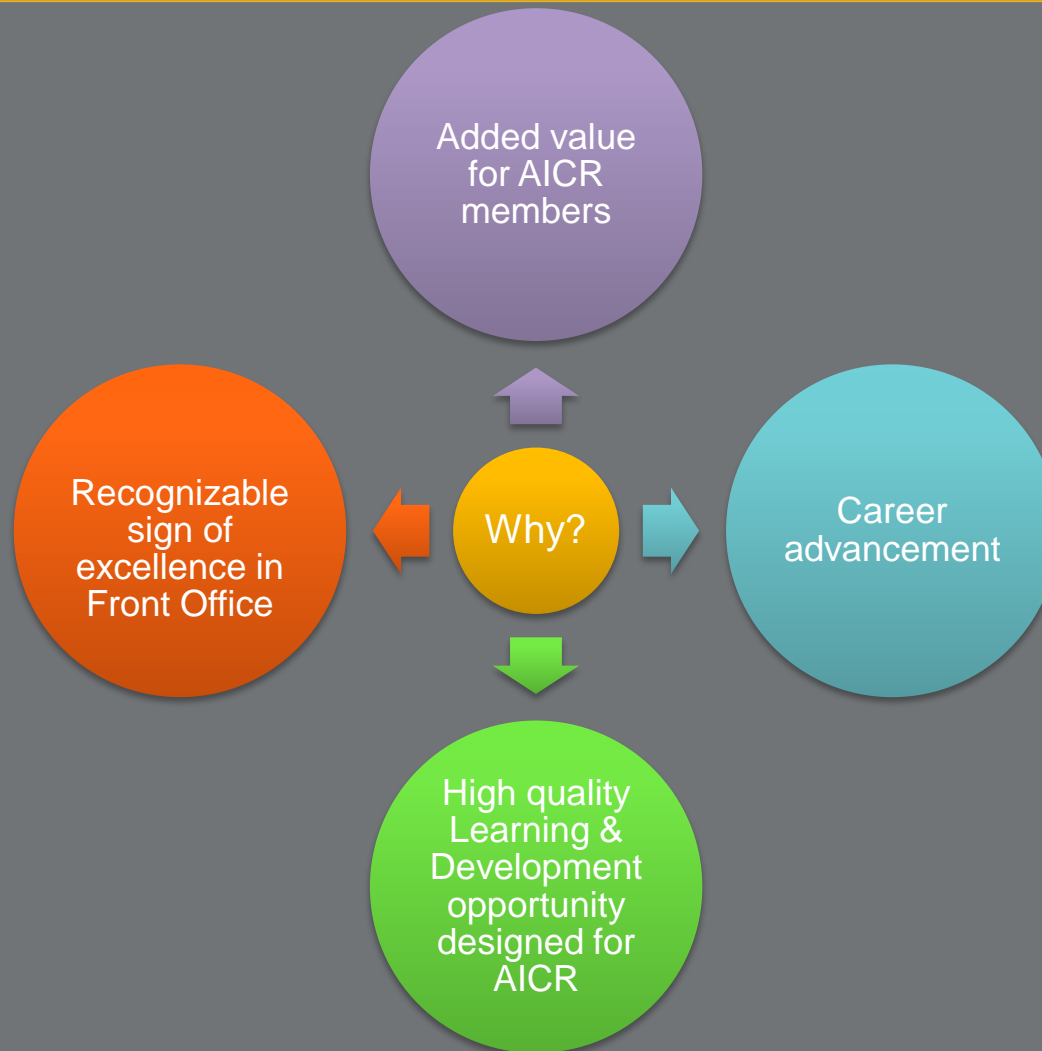
AICR LEADERSHIP CERTIFICATION

Online learning & development opportunity designed to create a recognizable sign of excellence in Front Office positions and help you advance in your career!

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BENEFITS

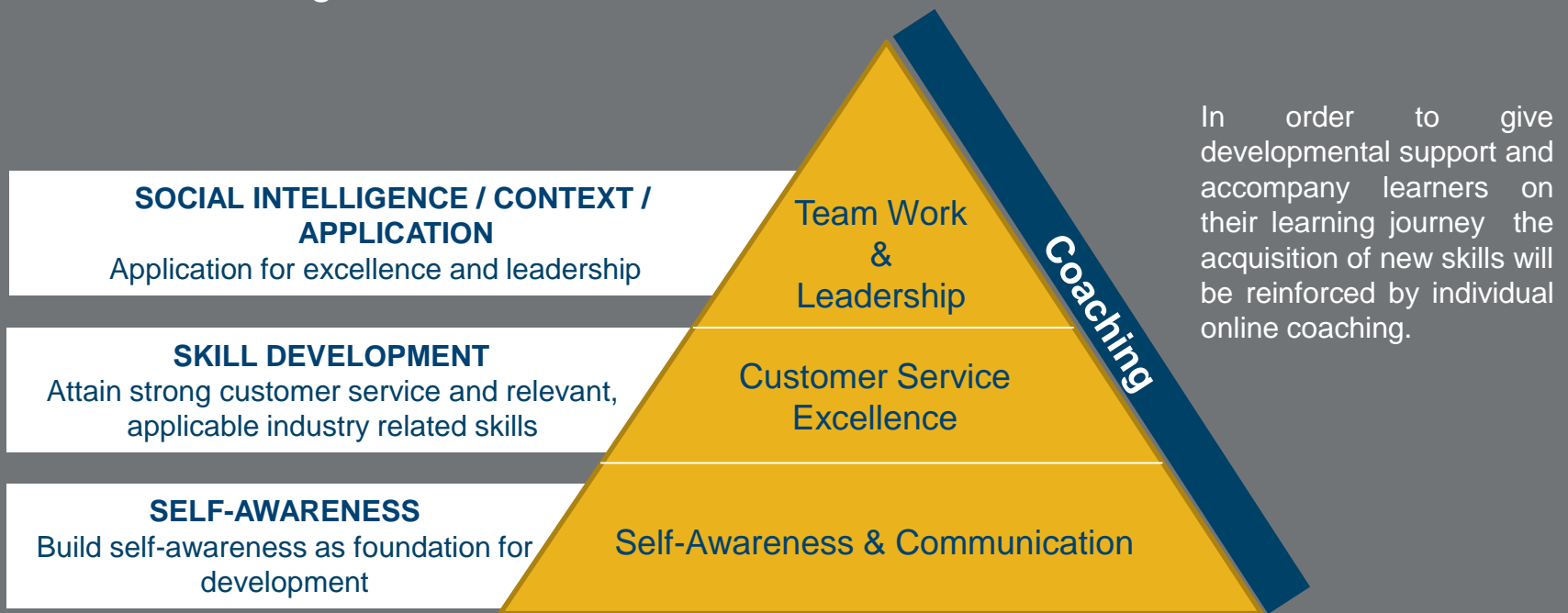


OBJECTIVES

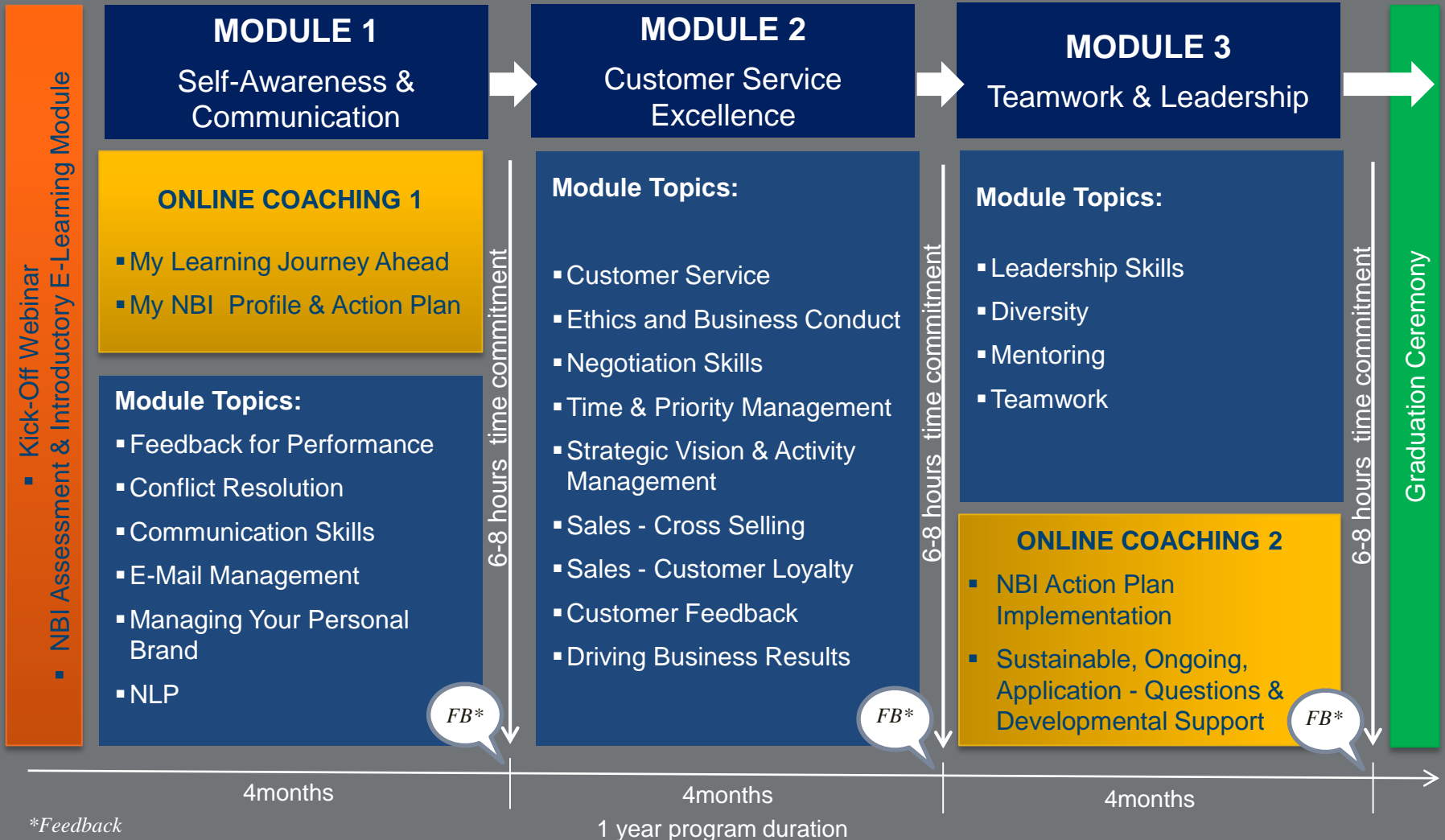
- 1 year long learning journey with 3 modules and a 6-8 hour time commitment per module. Modules to include 2 individual, online coaching sessions focusing on participants' own, professional development goals and accompanying them on the learning journey
- Hand picked, interactive e-learning courses from award-winning content providers covering learning topics such as Conflict Resolution, Communication Skills, E-Mail Management, Customer Service, NLP, Negotiation Skills, Sales, Leadership and Diversity Management
- Make LC courses accessible online in order to be accessible to all members from around the world
- E-Learning courses deployed on a dedicated Learning Management System (LMS):
 - all learning content in a single location
 - clear overview of one's learning journey and progress
 - start / pause courses as it fits your work schedule

METHODOLOGY

Above learning topics are split between 3 modules in a way that participants will first establish a strong foundation for development by building self-awareness, then acquiring the necessary skills to excel in their positions and last but not least rounding out the development process with social intelligence and leadership skills, thus putting newly acquired skills in the context of working with and leading others.



PROGRAM ARCHITECTURE



PROGRAM COSTS

- AICR will significantly subsidize program costs by taking over all fixed costs of designing, developing and running the program.

**Total Participant
Contribution for
1-Year Program**

€ 845

Price includes 20% VAT.

PARTICIPANT FEEDBACK

The classes of '17 and '18 consist of 30 satisfied participants from 13 countries across 3 continents. See the program and course level feedback current participants gave:

"Without a doubt. I would definitely recommend it to my colleagues."

"The coaching session was amazing!"

" Absolutely, a must have!"

"I would recommend it to my colleagues."

"...I would recommend the leadership certification program to other AICR members."

"The course covered the learning topic subject very well and I am totally satisfied about what I have learned."

"...it is very useful and I would highly recommend it."

"...I am very satisfied about this course."

"Yes, it was perfect!"

"My highlight was the coaching session."

"What I like the most about the program is that all the modules are very interactive and allow you to test your knowledge as you go."

"...it is a must for hoteliers."

"I strongly recommend this module, specially for those who are in a managerial position. "

PARTICIPANTS CLASS OF 2017

Would you like to get direct feedback about the Leadership Certification program from participants?
Feel free to get in touch with them directly:

Name	Section	Position	Hotel	Email
Sevag Keroghlian	Australia	Rooms Division Manager	Pullman Melbourne On The Park	gm@jazzcornerhotel.com
Madison Groom	Australia	Duty Manager	Doma Hotels	madi.groom@domahotels.com.au
Doris Schwarz	Austria	Front Office Manager	Steigenberger Herrenhof	doris.schwarz@herrenhof-wien.steigenberger.at
Alexandre Longavesne	Cote D'Azur	Front Office Manager	Radisson BLU Toulouse	alongavesne@gmail.com
Vendula Uhlírova	Czech Rep.	Rooms Division Manager	Clarion Congress Hotel Prague	vendy.uhlirova@tiscali.cz
Arian Röhrle	Germany	Front Office Manager	Mandarin Oriental Munich	arian.roehrle@gmx.de
Maria Luisa Bigonzi	Italy	Web Marketing	Domidea	mluisa_1985@libero.it
Giada Serra	Italy	Reception Manager	Domidea	ricevimento@hoteldomidea.com
Alessandra Dornetto	Italy	Receptionist	Una Hotels	alessandra.dornetto@gmail.com
Claudio Catano	Italy	Front Desk Agent	St. Regis Rome	claudio.catano@outlook.it
Thomas Patterson	New Zealand	Director of Sales	Commodore Airport Hotel	thomaspatterson@commodorehotel.nz
Myriam Hernandez	Paris	Front Office Manager	Pont Royal	Myriam.hernandez82@gmail.com
Loes Van Putten	Qatar	Front Office Manager	Mondrian Doha	loes.vanputten@mhgc.com
Rita Sanchez	Spain	Assistant Front Desk Manager	Hotel Melia Castilla, Madrid	rsanchezruano@hotmail.com
Stefanie Merkel	Switzerland	Asst. Reservation & Revenue Manager	Baur au Lac Zurich	s.t.merkel1@gmail.com
Catarina Marques Santos	UK	Duty Manager	The Beaumont London	msantos.catarina@gmail.com
Jarosław Dołęga	Poland	FO Manager Assistant	Rialto Warsaw	i.dolega85@gmail.com

PARTICIPANTS CLASS OF 2018

Would you like to get direct feedback about the Leadership Certification program from participants?
Feel free to get in touch with them directly:

Name	Section	Position	Hotel	Email
Leon Yogaraj	Australia	Front Office Manager	Doma Hotels	leon.yogaraj@domahotels.com.au
Cem Uysal	Austria	Director of Rooms	Ritz Carlton Vienna	cem.uysal@ritzcarlton.com
Marina Annewandter	Austria	Front Desk Manager	Steigenberger Herrenhof Wien	marina.annewandter@herrenhof-wien.steigenberger.at
Soichiro Abe	Austria	Front Office Manager	Sofitel Vienna Stephansdom	soichiro.abe@sofitel.com
Marina Tereladze	Cote D'Azur	Sales Representative	MMV	marinatereladze@gmail.com
Luzie Schnitzer	Germany	Assistant Front Office Manager	Mandarin Oriental München	luzie-schnitzer@web.de
Ott Riel	Estonia	President of AICR Estonia	Talinn Hotels	ott.riiel@tallinnhotels.ee
Lise Godreuil	Paris	Front Office Manager	Dolce Chantilly	lise.godreuil@dolce.com
Ahmed Kamel	Qatar	Director of Rooms Division	InterContinental Doha the City	ahmed.kamel@ihg.com
Marcus Pohl	Switzerland	Assistant Front Office Manager	Moevenpick Hotel Geneve	marcus.pohl.pro@gmail.com
Susann Gruenberg	UK	Deputy Front Office Manager	The Langham London	susann.gruenberg@langhamhotels.com
Lilly Freudmayer	UAE	Assistant Front Office Manager	Jumeirah Zabeel Saray	lilly.freudmayer@hotmail.com
Agata Szparaga	Poland	Deputy Front Office Manager	Holiday Inn Warsaw City Centre	szparaga.agata@gmail.com

APPLICATION DEADLINE & PROGRAM START

December 3,
2018

- **Application Deadline**
- Please submit your application with your CV by November 30th, 2018 to Doris Schwarz, AICR International Counselor doris.schwarz@aicrinternational.org

December 12,
2018

- **Participant Contribution Payment Deadline**
- Once your application is confirmed, please pay € 845 (incl. VAT) participant contribution to AICR from December 1st to December 16th.

January
10, 2019

- **Program Start & Kick-Off Webinar**

ENGAGEMENT TEAM



Peter Biro, MA

Learning Facilitator, E-Learning Specialist & Project Manager

Project manager and e-learning specialist, Lighthouse Organizational Development, assist multinational organizations in integrating e-learning and Learning Management System (LMS) solutions into their L&D strategy, as well as managing Lighthouse's L&D projects.

- Master's degree in International Finance and Bachelor's degree in Marketing & Sales
- Years of experience in project management of learning & development initiatives working with leading multinationals in Austria and CEE markets
- Enabling clients to optimize training costs, increase training efficiency and efficiently administer training related tasks through e-learning, blended learning and LMS solutions
- Developing engaging and interactive e-learning content
- Expertise in: project management of organizational development initiatives, e-learning content development, LMS implementation, strategy development and business process improvement
- Born in Pecs, Hungary, has lived in the United States and South Korea and has been living in Austria for 9 years



Kevin Daly, BSc, MBA

Coach, Program Designer

Trainer, coach, and consultant, Lighthouse Organizational Development, assists multinational institutions in designing and delivering development initiatives, which catalyse change, accelerate manager / team performance and drive achievement of organizational goals and profitability.

- Expertise and extensive experience delivering solutions in Central and Eastern Europe
- As Managing Partner of Lighthouse Organizational Development, works with leadership teams from leading organizations in 15+ countries
- Led 100s of workshops internationally in private and public sectors, working with professionals, managers and leaders
- Master's degree in Business Administration from Webster University, Vienna, Austria
- Expertise in: leadership, team and talent development, intercultural competence, communication, conflict management
- Certified executive coach of Myers-Briggs Type Indicator (MBTI), Neethling Brain Instrument (NBI), Intercultural Development Inventory (IDI), EQ-i 2.0 and EQ 360
- Born in San Diego, CA, has lived in Vienna, Austria for 18 years

LIGHTHOUSE ORGANIZATIONAL DEVELOPMENT

is a group of global experts assisting international organizations in designing and delivering development initiatives, which catalyze change, accelerate performance and drive achievement of organizational goals and profitability.