



LIGHTHOUSE

Organizational Development



AICR LEADERSHIP CERTIFICATION

Online Development Program

www.lighthouse-od.at

BACKGROUND

- As a fast growing, international association AICR has identified the need to provide learning & development opportunities to their members
- AICR has decided to set up the Leadership Certification (LC) program with a series of educational modules to create a recognizable sign of excellence in Front Office positions
- AICR has approached Lighthouse Organizational Development to assist AICR in the development of the AICR Leadership Certification

OBJECTIVES

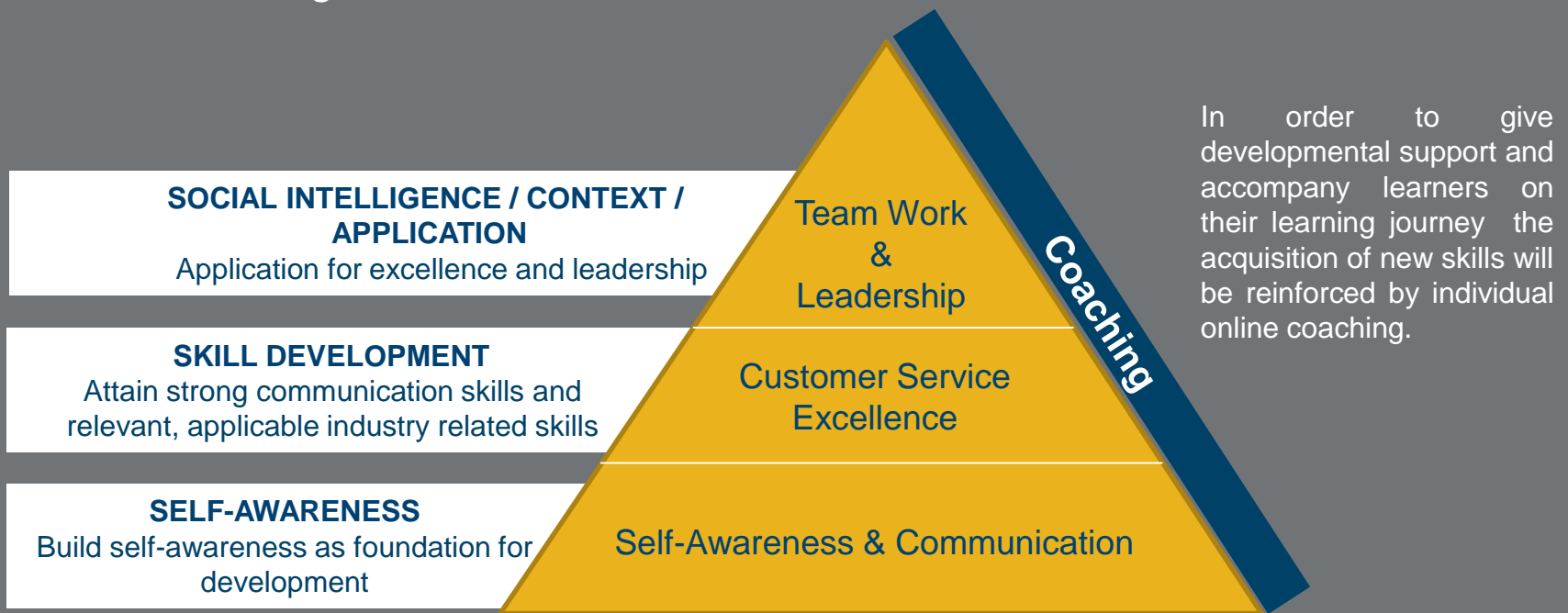
- Offer added value to AICR members
- Increase AICR membership base
- Increase attractiveness of working in Front Office
- Give members who do not work for hotel chains the possibility of education and training
- Provide a serious, high-quality development opportunity
- Create a recognizable sign of excellence in Front Office
- Make LC courses accessible online in order to be accessible to all members from around the world
- Unified design of all LC courses preferred
- Deploy LC e-learning courses on a Learning Management System (LMS) in order to have all learning content in a single location, with a clear overview of one's learning journey ahead and progress towards earning the LC
- Roll-out LC pilot program in January, 2017 with a selected number of courses, collect and incorporate feedback into the overall program design

LEARNING TOPICS REQUIRED BY AICR

- Time & Priority Management
- Feedback for Performance
- Conflict Resolution
- Communication Skills
- E-Mail Management
- Customer Service
- Diversity
- NLP
- Poise and Department & Business Etiquette
- Negotiation Skills
- Leadership skills
- Managing Your Personal Brand
- Driving Business Results
- Mentoring
- Team Work (recommended by Lighthouse)

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.



METHODOLOGY

- **NBI Assessment**

As a foundation for the program, we are going to use the Neethling Brain Instrument (NBI), which is the most comprehensive assessment of whole brain thinking instruments currently in existence that helps participants understand their thinking preferences. Thinking preferences have a number of implications for how people lead, work, communicate, negotiate, and make decisions in their personal and professional lives. The assessment is completed online and participants receive the login information 4 weeks in advance.

- **Progression & Motivation**

Participants will have to complete each course in order to move on to the next one. For each learning topic (e.g.: time management) participants will complete a bundle of courses each building on the content of the previous course. Upon progression digital badges will be awarded in order to motivate participants and provide a display of achievement.

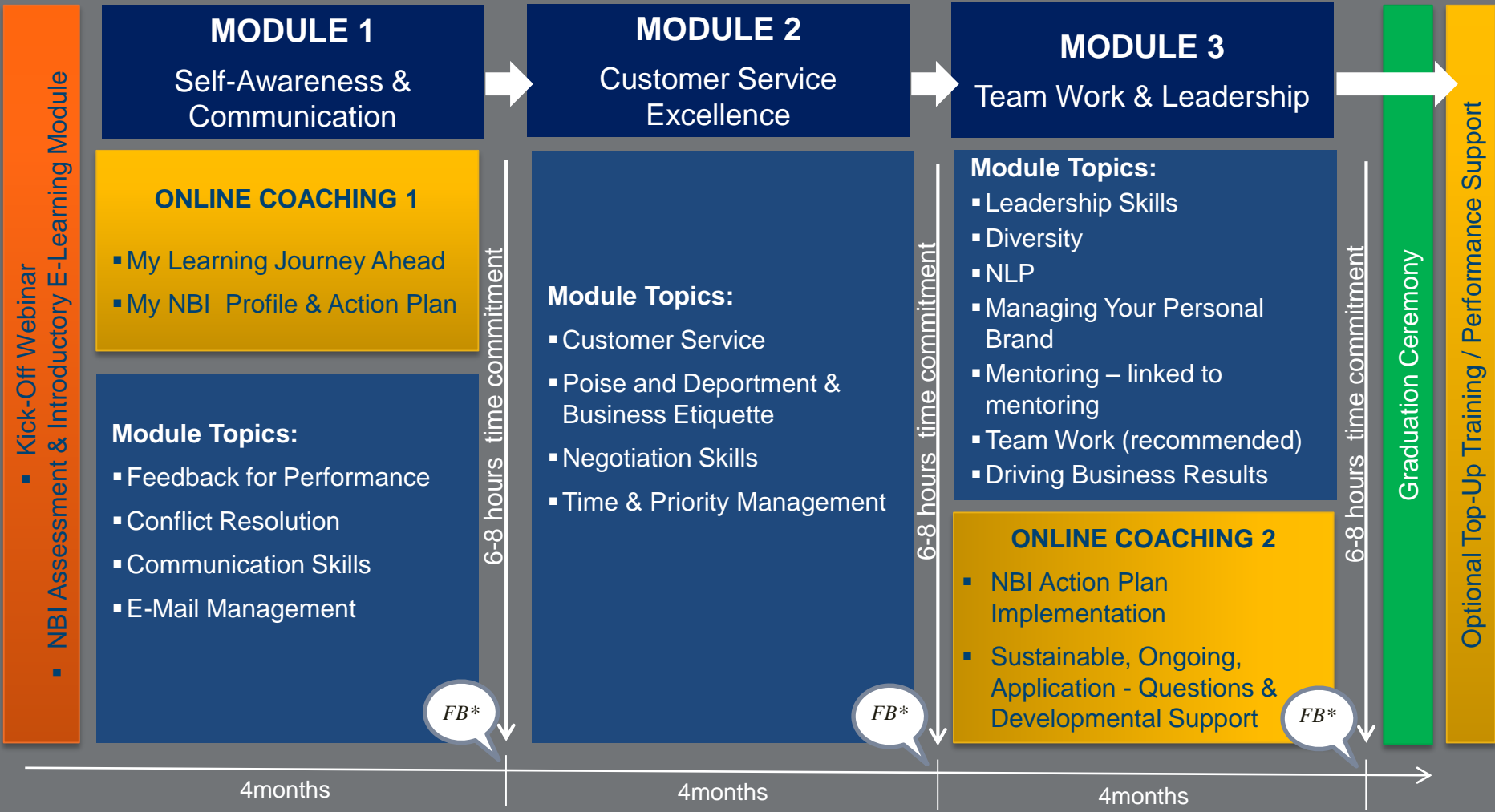
- **Curated Content**

Learning content developed by award-winning content providers and carefully selected to enable achievement of LC program objectives

- **Social Learning**

We recommend setting up a LinkedIn or LMS based group for LC program participants in order to provide participants with the opportunity of sharing and discuss learning / work experiences and knowledge, as well as to feel connected and part of a learning community and reduces feelings of isolation associated with self-directed learning.

PROGRAM ARCHITECTURE



*Feedback