



LIGHTHOUSE

Organizational Development



AICR LEADERSHIP CERTIFICATION PROGRAM

2021 Program Overview

www.lighthouse-od.at

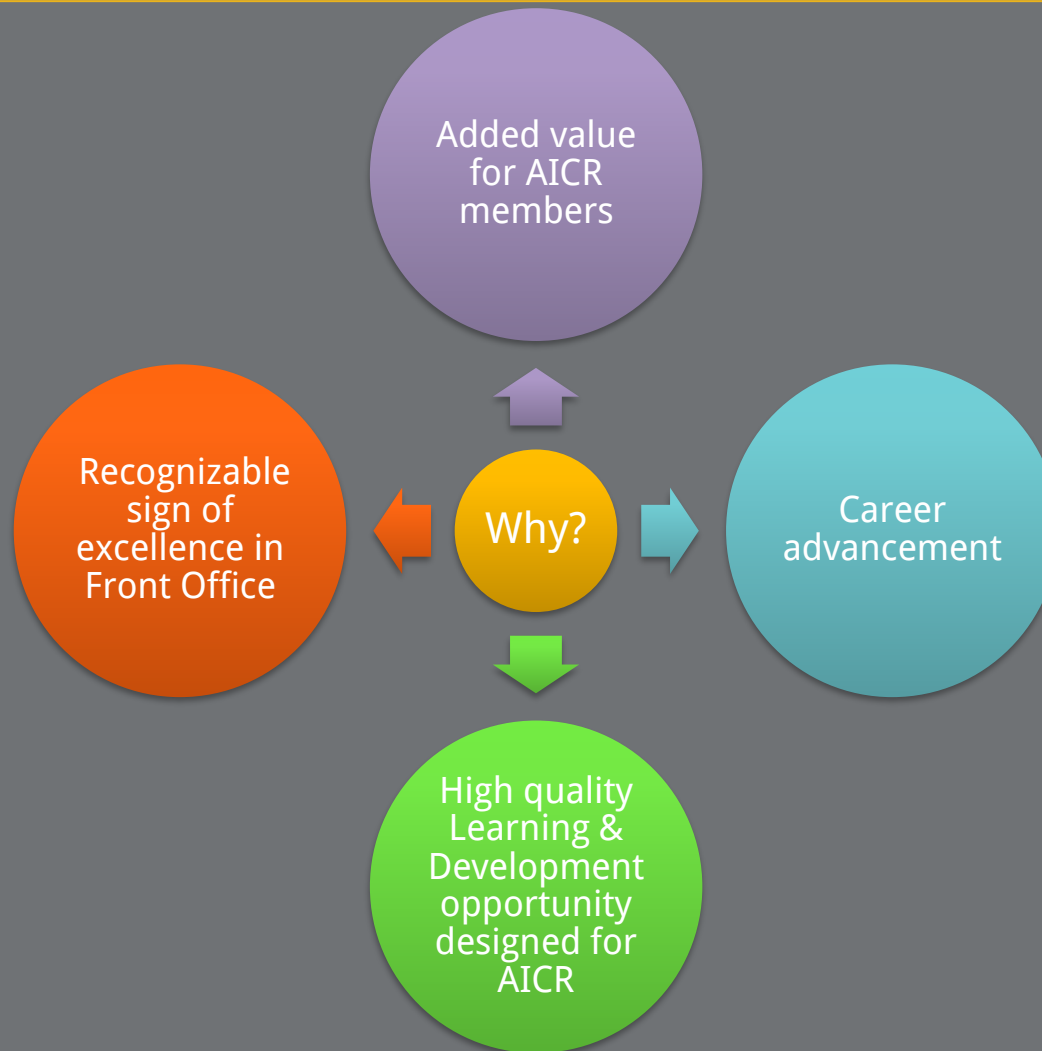
AICR LEADERSHIP CERTIFICATION

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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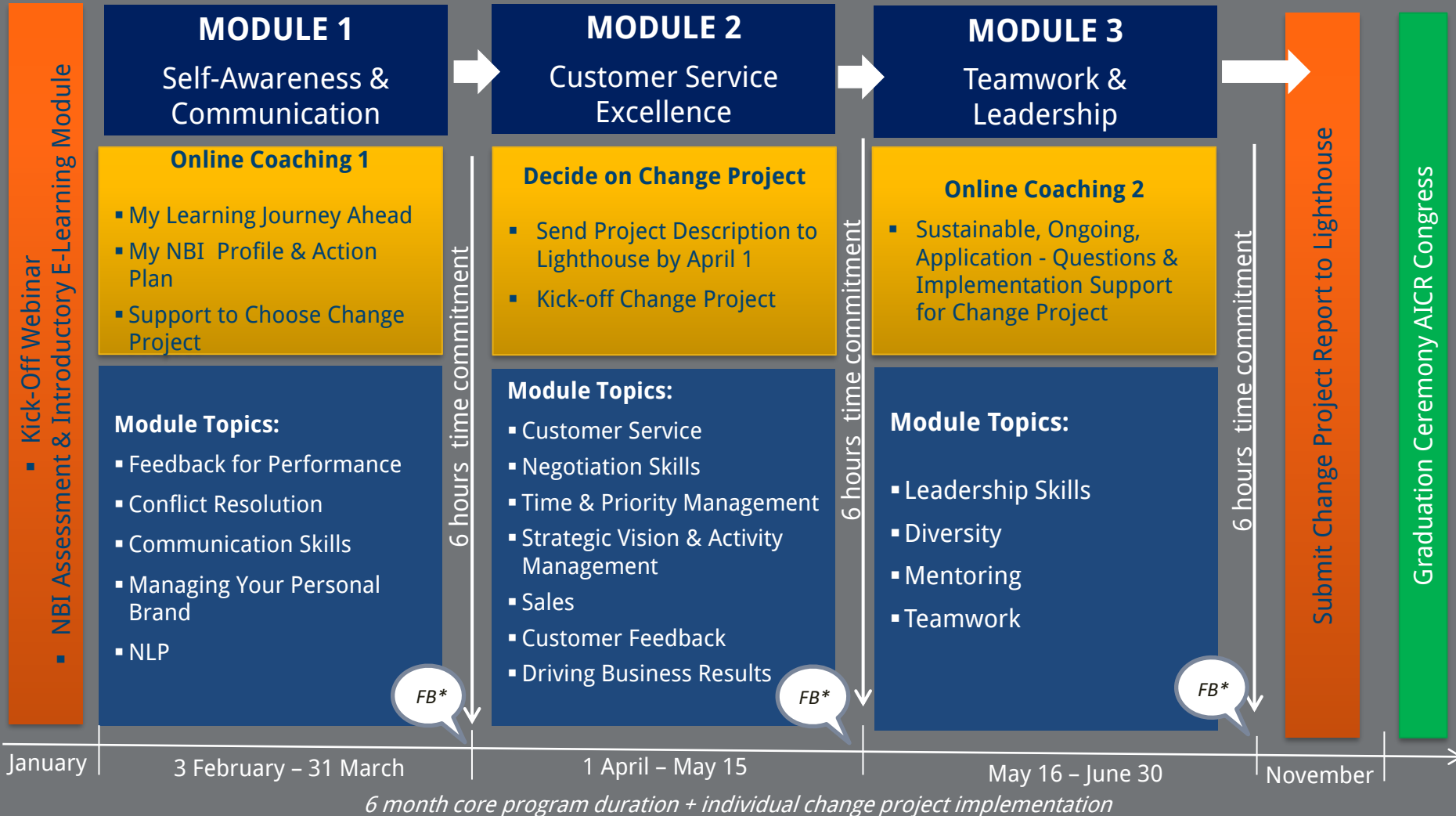
BENEFITS



OBJECTIVES

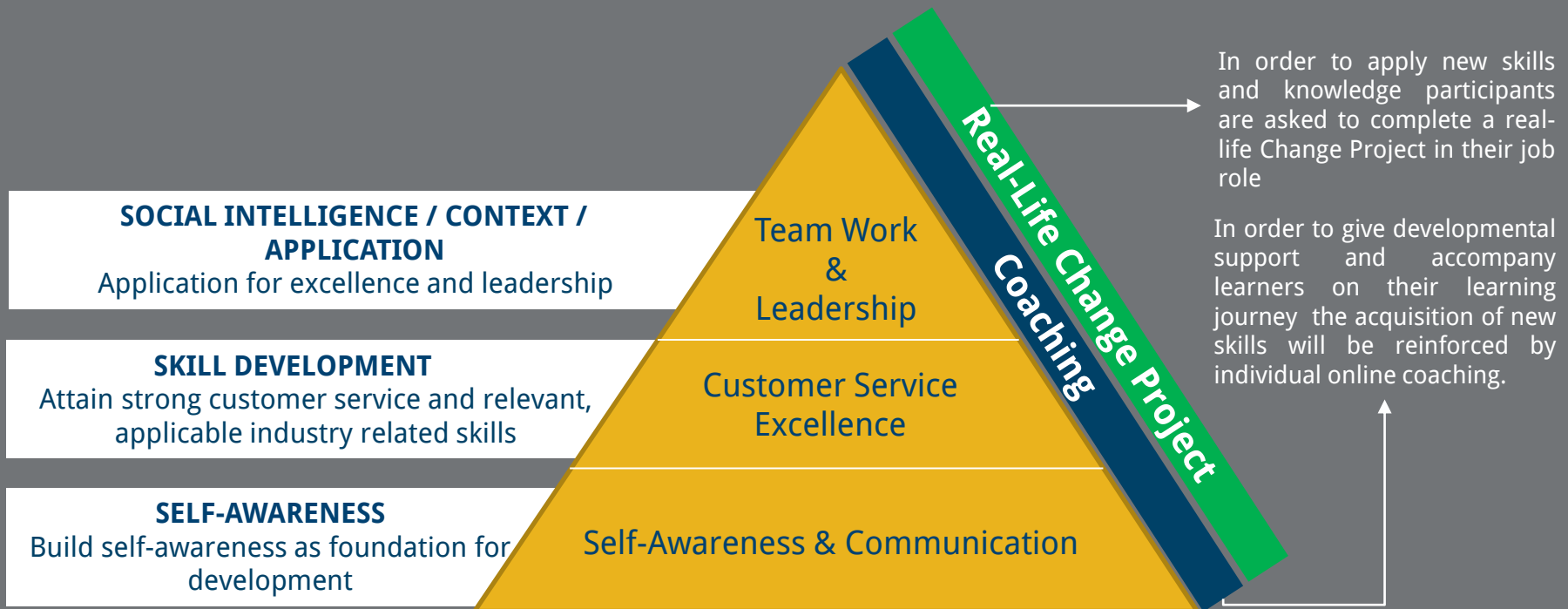
- 6-month learning journey with 3 modules and a 6-hour time commitment per module. Modules to include 2 individual, online coaching sessions focusing on participants' own, professional development goals and their own Change Project.
- Hand picked, interactive e-learning courses from award-winning content providers covering learning topics such as Conflict Resolution, Communication Skills, Customer Service, NLP, Negotiation Skills, Sales, Leadership and Diversity Management
- Real-life Change Project in order to apply new skills and knowledge acquired during the Leadership Certification program
- E-Learning courses deployed on a dedicated Learning Management System (LMS):
 - learning content in a single location
 - accessible to all AICR members from around the world any time
 - clear overview of one's learning journey and progress
 - start / pause courses as it fits your work schedule

PROGRAM ARCHITECTURE



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.



NBI ASSESSMENT

■ 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. Use of the NBI can help individuals to:

- Improve strategic communication through adaptation
- Strengthen internal and external client relationships
- Enhance innovation and creative problem solving
- Increase self-awareness and individual productivity
- Enhance personal and organizational performance
- Build and lead effective teams

The assessment is completed online and you will receive the login information immediately after the kick-off webinar.

E-LEARNING CONTENT & DELIVERY

- **Curated E-Learning Content**

Learning content developed by award-winning content providers, and hand picked carefully to help you advance in your careers by developing and enhancing your professional skills.

- **Delivery**

E-Learning content will be delivered via AICR LC Learning Management System (LMS) that will enable you access courses through your web browser and progress through your learning journey.

CHANGE PROJECT

In order to give participants an opportunity to apply new skills and knowledge acquired during the Leadership Certification program participants are asked to complete a real-life Change Project in their job role.

This Change Project can be targeted at any focus area that participants would like to improve, change or further develop in their current job role.

Participants are encouraged to involve key stakeholders, colleagues and team members in the Change Project and will receive support during the individual, online coaching sessions to choose, plan and implement their very own Change Project.

As part of earning their Leadership Certification participants will be asked to submit a short report about their Change Project and journey as a Change Champion.

AICR will award a fully-paid conference package (excl. travel) to the participant with the best change project.

PARTICIPANT FEEDBACK

"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!"

"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."

"My highlight was the coaching session."

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

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

PARTICIPANT FEEDBACK

How do you rate the program communication? (introductory e-mails, webinar, coaching scheduling, LMS support)



How do you rate the first coaching session?



To what extent has the content of the program helped in your daily work?



How do you rate the user experience/interaction with the Learning Management System?



Would you recommend the Leadership Certification program to other members?



PROGRAM COST

- 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.

APPLICATION DEADLINE & PROGRAM START

December,
2020

- **Application Deadline**
- Please submit your application with your CV by December 11, 2020 to Lilly Freudmayer, AICR International Secretary
- lillyfreudmayer@aicrinternational.org

December,
2020

- **Participant Contribution Payment Deadline**
- Once your application is confirmed, please pay € 845 (incl. VAT) participant contribution to AICR between December 1 and 31 2020.

January
2021

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

ENGAGEMENT TEAM



Peter Biro, MA

Learning Facilitator, E-Learning Specialist & Program Designer

Peter Biro is a digital product development expert focusing on Learning Technologies. Peter supports Lighthouse's multinational clients in developing digital learning products by advising and assisting them through the entire product development process, from idea generation, through conceptualization all the way to development and roll-out of the final product. Peter holds a Master's degree in Finance and a Bachelor's degree in Marketing and Sales. Combining these two degrees, Peter finds his greatest passion in end-to-end product development and works with the Design Sprint framework to help companies make innovation and digital transformation tangible through a structured process that enables quick validation of ideas, products and features. In his free time Peter enjoys traveling; his favorite way to get to know new places is "through the eyes of locals". Born in Pécs, Hungary he has lived and studied in Austria, the United States, and South Korea.



Kevin Daly, BSc, MBA

Coach, Program Designer

Kevin Daly is an international training and development specialist with extensive organizational development experience. He holds an MBA in Business and is a qualified administrator of the Myers-Briggs Type Indicator (MBTI), Neethling Brain Instrument (NBI), Intercultural Development Inventory (IDI), EQ-i 2.0, EQ 360, and the Intercultural Conflict Style Inventory (ICS). He has led hundreds of seminars throughout Europe working together with talents, managers and leaders with a particular focus on communication, intercultural competence, and team development. Born in San Diego, California, he has called Vienna, Austria his home since 1996; he enjoys traveling and particularly likes working with multicultural teams.



Kristina Konjic

Training Coordinator

Kristina Konjic is an experienced project manager in the NGO sector and the blended learning industry. Prior to her work engagement with Lighthouse, she successfully led several long-term projects meant to establish quality prosthetics & orthotics education in a number of developing countries. Her expertise lies in administrative facilitation of trainings and workshops. Kristina holds a Bachelor of Arts in English Language and Literature and is currently in the process of acquiring her Master of Arts in International Management and Leadership. She was born and raised in Tuzla, Bosnia and Herzegovina, and moved to Vienna in 2017 to pursue further education. Kristina enjoys reading and spending time in nature.

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.