



**LIGHTHOUSE**

*Organizational Development*



## **AICR LEADERSHIP CERTIFICATION PROGRAM**

Program designed and delivered by Lighthouse Organizational Development

[www.lighthouse-od.at](http://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



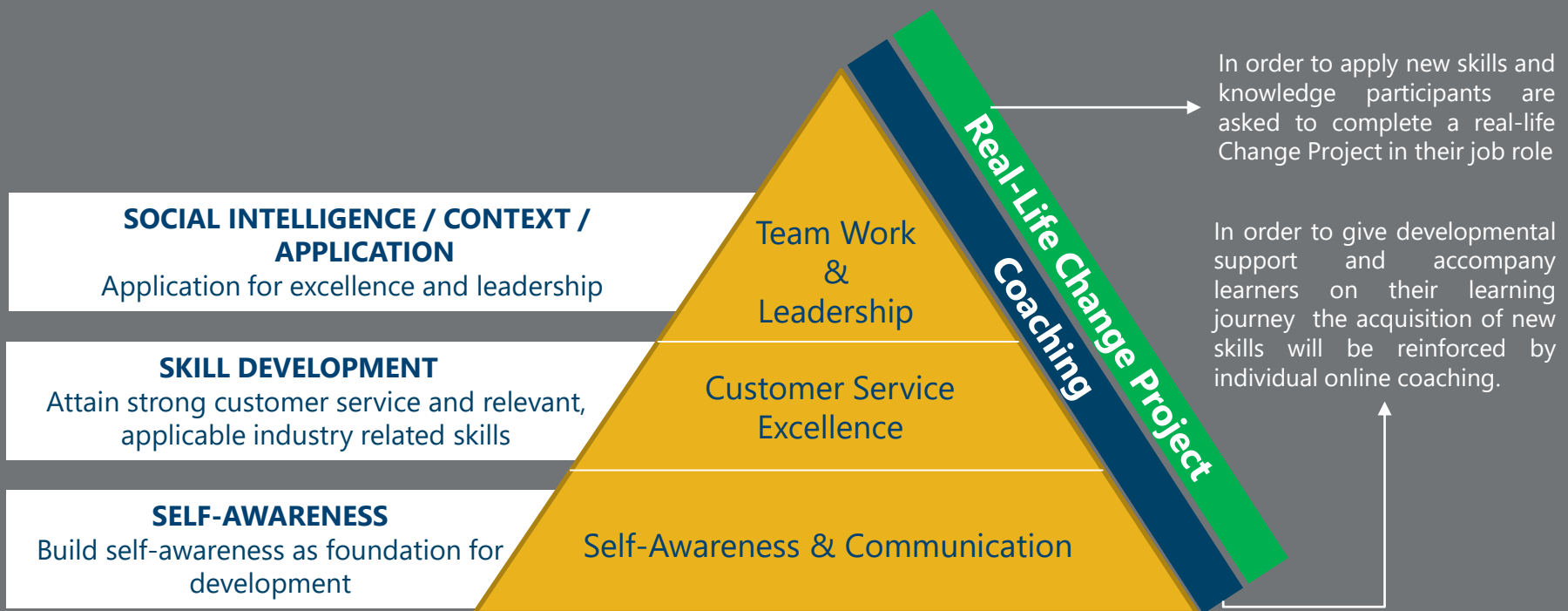
# OBJECTIVES

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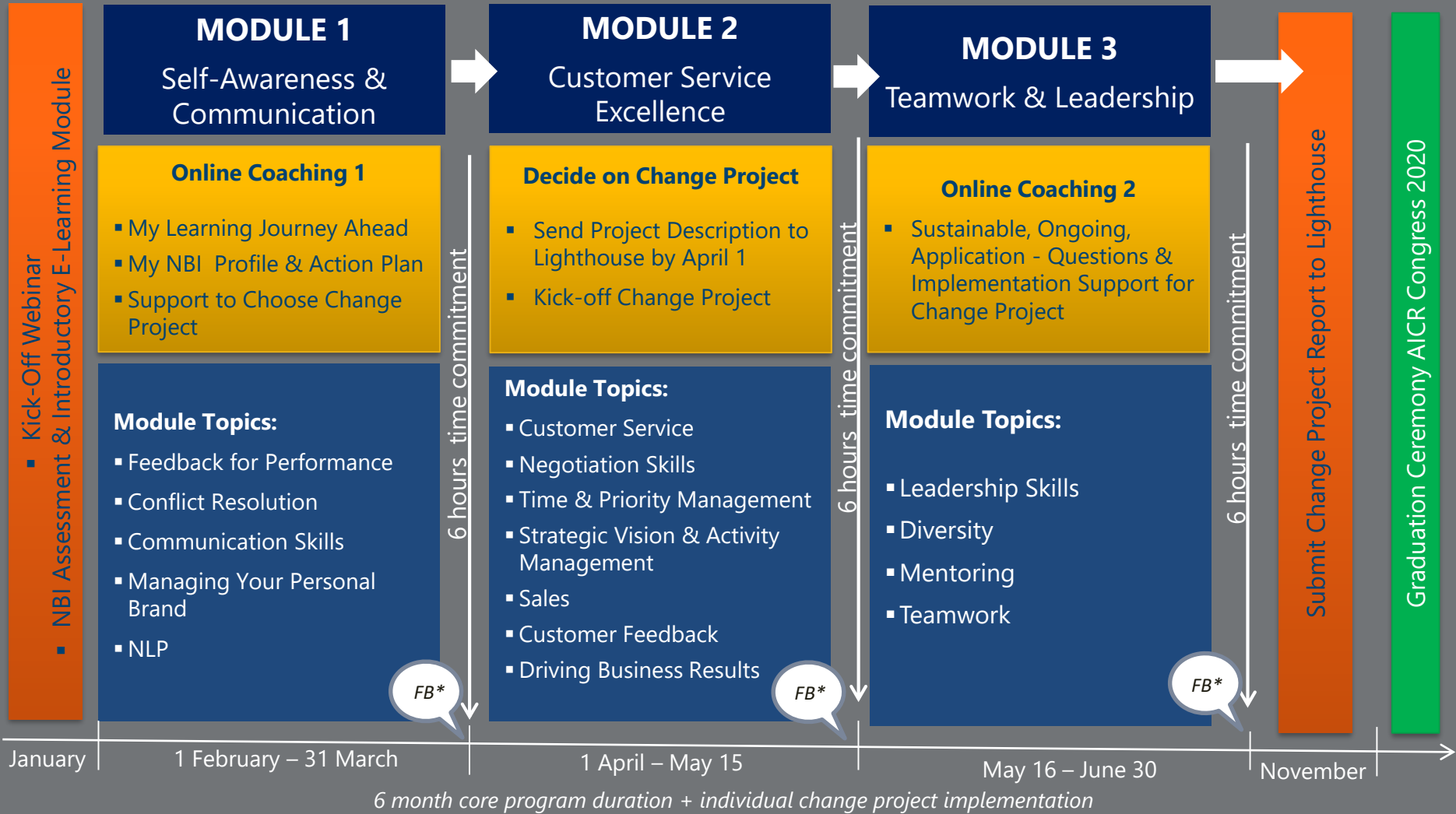
- 6 month learning journey with 3 modules and a 6-hour time commitment per module. Modules to include 2 individual, online coaching sessions focusing on participants' own, professional development goals and their own Change Project.
- Hand picked, interactive e-learning courses from award-winning content 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

# 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



# CHANGE PROJECT

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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.**



# PROGRAM COSTS

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

**Total Participant  
Contribution for the  
Full Program**

**€ 845**

*Price includes 20% VAT.*

# PARTICIPANT FEEDBACK

The classes of '17 , '18 and '19 consist of 44 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
<b>Sevag Keroghlian</b>	Australia	Rooms Division Manager	Pullman Melbourne On The Park	<a href="mailto:gm@jazzcornerhotel.com">gm@jazzcornerhotel.com</a>
<b>Madison Groom</b>	Australia	Duty Manager	Doma Hotels	<a href="mailto:madi.groom@domahotels.com.au">madi.groom@domahotels.com.au</a>
<b>Doris Schwarz</b>	Austria	Front Office Manager	Steigenberger Herrenhof	<a href="mailto:doris.schwarz@aicrinternational.org">doris.schwarz@aicrinternational.org</a>
<b>Alexandre Longavesne</b>	Cote D'Azur	Front Office Manager	Radisson BLU Toulouse	<a href="mailto:alongavesne@gmail.com">alongavesne@gmail.com</a>
<b>Vendula Uhlírova</b>	Czech Rep.	Rooms Division Manager	Clarion Congress Hotel Prague	<a href="mailto:wendy.uhlirova@tiscali.cz">wendy.uhlirova@tiscali.cz</a>
<b>Arian Röhrle</b>	Germany	Front Office Manager	Mandarin Oriental Munich	<a href="mailto:arian.roehrle@gmx.de">arian.roehrle@gmx.de</a>
<b>Maria Luisa Bigonzi</b>	Italy	Web Marketing	Domidea	<a href="mailto:mluisa_1985@libero.it">mluisa_1985@libero.it</a>
<b>Giada Serra</b>	Italy	Reception Manager	Domidea	<a href="mailto:ricevimento@hoteldomidea.com">ricevimento@hoteldomidea.com</a>
<b>Alessandra Dornetto</b>	Italy	Receptionist	Una Hotels	<a href="mailto:alessandra.dornetto@gmail.com">alessandra.dornetto@gmail.com</a>
<b>Claudio Catano</b>	Italy	Front Desk Agent	St. Regis Rome	<a href="mailto:claudio.catano@outlook.it">claudio.catano@outlook.it</a>
<b>Thomas Patterson</b>	New Zealand	Director of Sales	Commodore Airport Hotel	<a href="mailto:thomaspatterson@commodorehotel.nz">thomaspatterson@commodorehotel.nz</a>
<b>Myriam Hernandez</b>	Paris	Front Office Manager	Pont Royal	<a href="mailto:Myriam.hernandez82@gmail.com">Myriam.hernandez82@gmail.com</a>
<b>Loes Van Putten</b>	Qatar	Front Office Manager	Mondrian Doha	<a href="mailto:loes.vanputten@mhgc.com">loes.vanputten@mhgc.com</a>
<b>Rita Sanchez</b>	Spain	Assistant Front Desk Manager	Hotel Melia Castilla, Madrid	<a href="mailto:rsanchezruano@hotmail.com">rsanchezruano@hotmail.com</a>
<b>Stefanie Merkel</b>	Switzerland	Asst. Reservation & Revenue Manager	Baur au Lac Zurich	<a href="mailto:s.t.merkel1@gmail.com">s.t.merkel1@gmail.com</a>
<b>Catarina Marques Santos</b>	UK	Duty Manager	The Beaumont London	<a href="mailto:msantos.catarina@gmail.com">msantos.catarina@gmail.com</a>
<b>Jarosław Dołęga</b>	Poland	FO Manager Assistant	Rialto Warsaw	<a href="mailto:j.dolega85@gmail.com">j.dolega85@gmail.com</a>

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

# PARTICIPANTS CLASS OF 2019

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
<b>Rauno Pold</b>	Estonia	Front Office Administrator	Radisson Blu Sky Hotel	<a href="mailto:rauno.pold@hotmail.com">rauno.pold@hotmail.com</a>
<b>Joachim Jacimowitsch</b>	UAE	Assistant Director of Rooms	Waldorf Astoria Dubai Palm Jumeirah	<a href="mailto:jjacimowitsch@gmail.com">jjacimowitsch@gmail.com</a>
<b>Claudia Heger</b>	Austria	Front Office Manager	InterContinental Vienna	<a href="mailto:claudia.heger@ihg.com">claudia.heger@ihg.com</a>
<b>Joao Lara Everard</b>	Austria	Front Desk Manager	InterContinental Vienna	<a href="mailto:joao.delaraeverard@ihg.com">joao.delaraeverard@ihg.com</a>
<b>Nathalie de Bruyne</b>	Paris	Assistant Director	Hotel Baume	<a href="mailto:ndebruyne@hotelbaume.com">ndebruyne@hotelbaume.com</a>
<b>Laura Carpinteiro</b>	Paris	Deputy Manager	Les Dames du Panthéon	<a href="mailto:lcarpinteiro@lesdamesdupantheon.com">lcarpinteiro@lesdamesdupantheon.com</a>
<b>Benjamin Brasselet</b>	Paris	Deputy Manager	Hotel des Grands Hommes	<a href="mailto:bbrasselet@grandshommes.com">bbrasselet@grandshommes.com</a>
<b>Pauline Petit</b>	Paris	Front Office Manager	Hotel Design Sorbonne	<a href="mailto:petit.pauline@ymail.com">petit.pauline@ymail.com</a>
<b>Patrick Cacador Mateus</b>	Switzerland	Receptionist	Grand Hotel des Bains de Lavey	<a href="mailto:patrick.ca.mateus@gmail.com">patrick.ca.mateus@gmail.com</a>
<b>Olga Kaminska</b>	Switzerland	Night Audit Supervisor	Movenpick Hotel Geneva	<a href="mailto:olga.kaminska13@gmail.com">olga.kaminska13@gmail.com</a>
<b>Markus Berghofen</b>	Germany	Front Office Manager	Rene Bohn Hotel	<a href="mailto:markus.berghofen@gmx.de">markus.berghofen@gmx.de</a>
<b>Alex Sichwardt</b>	Germany	Front Office Manager	Rene Bohn Hotel	<a href="mailto:alexsichwardt@web.de">alexsichwardt@web.de</a>
<b>Thilo Riemann</b>	Germany	Front Office Manager	Ringhotel Friederikenhof	<a href="mailto:thr@gmx.com">thr@gmx.com</a>
<b>Federica Amoretti</b>	Italy	Reception Manager	Hotel Dei Pini	<a href="mailto:amorettifederica@hotmail.com">amorettifederica@hotmail.com</a>

# APPLICATION DEADLINE & PROGRAM START

December 2,  
2019

- **Application Deadline**
- Please submit your application with your CV by December 2, 2019 to Doris Schwarz, AICR International Counselor [doris.schwarz@aicrinternational.org](mailto:doris.schwarz@aicrinternational.org)

December 13,  
2019

- **Participant Contribution Payment Deadline**
- Once your application is confirmed, please pay € 845 (incl. VAT) participant contribution to AICR by December 13, 2019.

January 9,  
2020

- **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.