

# AICR Leadership Certification Program

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



The AICR Leadership Certification (LC) is a 1 year long learning program designed for AICR's members. The LC consists of 3 learning modules including 2 individual, online coaching sessions with a 6-8 hour time commitment per module.

Each module covers 4-8 learning topics such as Conflict Resolution, Communication Skills, E-Mail Management, Customer Service, NLP, Negotiation Skills, Sales, Leadership and Diversity Management via interactive e-learning courses delivered through AICR's dedicated Learning Management System.

In addition, AICR will significantly subsidize program costs. Contribution per participant is € 845 incl. VAT.



## Benefits



Learning content by award-winning content providers and carefully hand picked for the AICR



Fully online learning journey allowing you to complete LC curriculum anytime and anywhere, start / pause courses as it fits your work schedule



Individual online coaching focusing on your own, professional development goals and accompanying you on the learning journey



Use of the Neethling Brain Instrument™ to help you understand your natural strengths and areas for development and tailor your development plan accordingly

## Participant Testimonials

LC classes of '17 and '18 consist of 30 satisfied participants from 13 countries across 3 continents.

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

*"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."*

*"The coaching session was amazing!"*

*"Absolutely, a must have!"*

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

## APPLY NOW

If you would like to be part of this outstanding Learning & Development opportunity please send your CV to Doris Schwarz, AICR International Counselor  
[DORIS.SCHWARZ@AICRINTERNATIONAL.ORG](mailto:DORIS.SCHWARZ@AICRINTERNATIONAL.ORG)