AoHE Academy of Hotel Excellence

November 17, 2026

Leading with Confidence – Advanced Communication & Team Empowerment (English)

Certificate

This document certifies that **Dorcas Judith Carreiro** has completed the above seminar on 11/10/26 with the following content

• Applying advanced communication principles to everyday leadership situations • Mindful Listening: Cultivating presence, trust, and meaningful dialogue within teams • Powerful Questions: Encouraging engagement, ownership, and deeper understanding • Feedback for Growth: Giving and receiving feedback using practical, evidence based models • Development Conversations: Leading impactful one to one conversations that foster motivation, performance, and growth • Personal Action Plans: Defining clear and actionable next steps for immediate workplace application • Learning Buddies: Strengthening learning transfer through peer support and shared accountability

at the Academy of Hotel Excellence, CH-7310 Bad Ragaz.

To verify the authenticity of this document, please contact: info@aohe.ch

Referenznummer: 2206458019382605

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Academy of Hotel Excellence

Jörg A. Boder
Director AoHE

Luigi Grigoli
Strategischer Leiter