



# IH Academic Management and Trainers Conference 2026

London, UK



**International  
House**  
World Organisation





**Emma Hoyle**  
*Managing Director*  
[emma.hoyle@ihworld.com](mailto:emma.hoyle@ihworld.com)  
**Ask me about...** IHWO strategy, operations and all things IH



**Belle Dowber Hawkins**  
*Director of Operations and Membership*  
[belle@ihworld.com](mailto:belle@ihworld.com)  
**Ask me about...** IH Quality Inspections, promoting Teacher Training courses on IH Teach English and member services



**Shaun Wilden**  
*OTTI Manager and IHWO Innovation Advisor*  
[shaun.wilden@ihworld.com](mailto:shaun.wilden@ihworld.com)  
**Ask me about...** Teacher Training, IH OTTI courses, AMT conference, and innovation



**Marta Robles Villarino**  
*Events & Members Services Manager*  
[marta@ihworld.com](mailto:marta@ihworld.com)  
**Ask me about...** Events, recruitment, member services, Study Abroad and IH Teach English

# TEACHERMATIC

AVALLAIN GROUP

3.8+ H saved per week (Avg)

40K+ Users

350+ Schools, Colleges and Universities

Unlock your teachers' full potential with **TeacherMatic**, our **ready-to-go toolkit of AI generators** developed to empower language educators **ethically and safely**.

Scan the code to access your free trial



Discover all Avallain edtech solutions



Trusted by





**Imogen Key**

*Marketing Manager*

**imogen.key@ihworld.com**

**Ask me about...** Digital marketing, brand awareness, marketing training, featuring on IHWO's social media and forums



**Katja Preston**

*Assessment and Training Coordinator*

**katja.preston@ihworld.com**

**Ask me about...** IHWO Assessment Unit, IH OTTI enrolment, and running IHWO Teacher Training courses



**Karolina Meena**

*Financial Controller*

**karolina.meena@ihworld.com**

**Ask me about...** Payments, affiliation fees and IHWO accounts



**Monet Blanchard**

*Membership Services and Marketing Executive*

**monet.blanchard@ihworld.com**

**Ask me about...** Member services, IH World News, IH Teach English, mailing lists and Members' Area logins



**Estelle Héluin**

*IH Languages Coordinator*

**ihlanguages@ihworld.com**

**Ask me about...** Support for French teachers and advisors for other languages



**Lucie Cotterill**

*IH Director of Studies Coordinator*

**ihwodoscoordinator@ihworld.com**

**Ask me about...** Academic management



**Fari Greenaway**

*Quality and Inspections Advisor*

**fari@ihworld.com**

**Ask me about...** Inspections, reports and support for community schools



**Xana de Nagy**

*YL Coordinator*

**IHWOYLAdvisor@ihworld.com**

**Ask me about...** Young learners and teenagers and the IH online course for YLs and teens

## IHWO Language Advisors

Arabic:

**Wessam Sayed**

**IHWOWarabicAdvisor@ihworld.com**

French:

**Estelle Héluin**

**ihlanguages@ihworld.com**

German:

**Anette Igel**

**IHWOGermanAdvisor@ihworld.com**

Italian:

**Chiara Passantino**


**IHWOWItalianAdvisor@ihworld.com**

Spanish:

**David Martínez Barraza**

**IHWOWSpanishAdvisor@ihworld.com**

Venue: 10 Union St, London SE1 1SZ

09.00-09.30	<b>Registration</b>
09.30-10.45	<b>Welcome Session</b> Our conference begins with a warm, inclusive session where everyone has the chance to meet, exchange experiences, and learn about the diverse perspectives in the room. We'll begin with an ELT classroom favourite and finish by making a manager's survival kit.
10.45-11.15	<b>Coffee break and meet the sponsors</b>
11.15-12.15	<p><b>Mapping the Manager Customer Journey</b> George Pickering</p>  <p><b>Many organisations map student journeys – and sometimes teachers’ – but what about managers? Drawing on research, this talk shows how to map academic and other manager customer journeys across contexts. We’ll surface pain points, moments that matter, and skills to develop, then translate them into career pathways and practical actions for progression, pivots and professional growth. The session will include a simple toolkit and templates managers can take back to their teams.</b></p> <p>George is a highly respected educational coach, trainer and consultant who has worked in over 65 countries. He has advised countless individuals and organisations on how to manage changes effectively. In addition to being the academic course director of the English UK Diploma in ELT Management (DELM), George is also a tutor on the International Diploma in Language Teaching Management (IDLTM). He is a senior inspector for the Accreditation UK Scheme and was the first director of Bell’s Teacher Campus at Homerton College, Cambridge.</p> <p>George was for many years a trustee of IATEFL and the co-ordinator of the Leadership and Management SIG. He is proud to be an official IATEFL ambassador. He is a long-time admirer of the great work done by staff and schools in IH World. George can be contacted about this talk, Leicester City FC, and ELT management at: <a href="mailto:george@georgepickeringconsultancy.com">george@georgepickeringconsultancy.com</a></p>



Venue: 10 Union St, London SE1 1SZ

<p>12.20-13.20</p>	<p><b>The Big Question: Launch Session</b></p> <p>Across three linked sessions, participants will work collaboratively to explore a central question about shaping current practice. In small groups, delegates will move through stages of guided discussion, idea generation, and solution building, using each session to deepen their thinking and refine their proposals. Along the way, groups will draw on shared experiences, compare perspectives, and receive prompts to help them develop clear, practical, and transferable ideas.</p> <p>On the final day, each group will present their solution to the wider audience, contributing to a collective set of insights, strategies, and suggestions. The overall aim is to create a rich bank of ideas that participants can take away, adapt, and apply within their own context, continuing the conversation long after the conference ends.</p>
<p>13.20-14.20</p>	<p>Lunch break and meet the sponsors</p>
<p>14.20-15.35</p>	<p><b>IH World: What You Need to Know</b></p> <p>All the latest updates, stories, and insights from across the IH network – bringing our global community together and celebrating what’s new in teaching, training, and school life.</p>
<p>15.35-16.05</p>	<p>Coffee break and meet the sponsors</p>

**USE PROMO CODE:**  
**IH25**

25%  
OFF

**4.8**  
Excellent  
★★★★★  
★ Trustpilot

**Contact us**  
Tel: +44 (0) 1202 715555  
Email: [elt@bebc.co.uk](mailto:elt@bebc.co.uk)  
[www.bebc.co.uk](http://www.bebc.co.uk)

- Experienced Customer Service Team**
- Worldwide Delivery**
- Competitive Prices**

Venue: 10 Union St, London SE1 1SZ

<p>16.05-17.00</p>	<p><b>Could AI Empower You to Deliver More Personalised, Timely and Engaging Lessons for Your Students? Hands-On with TeacherMatic for Language Educators</b> Ian Johnston and David Moxon</p> <p>This workshop is an opportunity to gain practical experience with TeacherMatic, the AI toolset selected by IHWO as part of its innovation programme. You will be joined by one of our TeacherMatic experts, David Moxon, who will show you how to generate materials typically used in language teaching, such as lesson plans, glossaries and more. As part of the session, you will have a chance to create your own resources tailored to a lesson of your choice. Please bring a laptop or tablet, or even share one with someone else!</p>
<p>17.05-17.35</p>	<p><b>I'll Bet You Think This Talk Is About You, Don't You? Don't You?</b> Lucie Cotterill, IH World</p> <p>Resistance to change. Reluctance to act upon feedback. Low motivation. Lone-wolf habits. Endless complaining. Hopefully, these teacher behaviours don't describe your whole team, but chances are you've come across a few of them along the way. In this session, we'll take a look at how leaders and trainers can accidentally create the very behaviours they find the most frustrating, and how a well-timed dose of self-awareness can transform a team's culture. You'll leave the session with fresh perspectives, perhaps a few uncomfortable insights, and practical strategies for turning challenging teacher behaviour into meaningful growth.</p>
<p>17.40-20.00</p>	<p>Drinks reception at 10 Union St, London SE1 1SZ</p>



# English Language Teaching & Assessment

Choose **OXFORD**

Make the best decision for your institution

[www.oup.com/elt/chooseoxford](http://www.oup.com/elt/chooseoxford)

Venue: 10 Union St, London SE1 1SZ

<p>08.30-09.00</p>	<p><b>Morning Meditation</b> Facilitated by Katja Preston</p> <p>Start the day with mindfulness. Today we'll practice calming breathing exercises together. Balance your nervous system and find focus for the day. New and experienced practitioners welcome.</p>	
<p>Timing</p>	<p>Upstairs</p>	<p>Downstairs</p>
<p>9.00-9.45</p>	<p><b>Q&amp;A for IH World</b></p> <p>Open session to ask IH World team members questions, ask for advice, and make requests.</p>	<p><b>Modern Languages Open Space</b> Estelle Hérouin, IH World</p> <p>Does your school currently offer – or plan to offer – courses in languages other than English? If so, this is the space for you! Join us to share initiatives, innovations, and projects that have supported your language teachers and learners, as well as any challenges you'd like help with. Participants will shape the discussion topics, so be sure to check with your school ahead of time about the key ideas or questions they'd like you to bring to the table.</p>
<p>09.50-10.20</p>	<p><b>Training By Example and By Conversation</b> Jan Madakbas, IH London</p> <p>Directors of Studies and LTO managers are usually very conscientious about carrying out observations, addressing development needs by planning wonderful CPD programmes and making sure development is summarised during annual PDI meetings. But, we sometimes don't think so much about ourselves and staff seeing and buying into everyday examples of how we can best behave in order to manage relations with all stakeholders connected to our role. In this session, I will:</p> <ol style="list-style-type: none"> <li>1. Define what I mean by 'training by example' and 'conversation' and give instances of when I think this happens.</li> <li>2. Workshop ways in which examples and conversations take place in participants' LTOs and how this can be further encouraged.</li> </ol>	<p><b>Action! – Are Teachers Educators, Facilitators or Celebrities?</b> Marco Marzoli, IH Team Lingue</p> <p>Being under the spotlight and in front of an audience is what teachers experience every day. This session explores the dynamic role of the teachers in the classroom, not only as language experts but also as relational and communicative 'performers' when they are 'on stage'.</p>



Venue: 10 Union St, London SE1 1SZ

Timing	Upstairs	Downstairs
10.25-10.55	<p><b>Student-Generated Activities to Consolidate Lexis</b> Glenn Standish, IH Toruń</p> <p>It's all very well boarding new vocabulary but what do learners actually do with it? Some may record it in their notebooks and others may not. Even if they do record it, what do they then do with it? In this interactive workshop, I will demonstrate best practice that IH Bydgoszcz and IH Toruń use for recording new lexis. I will also demonstrate some student-generated activities to consolidate the new language.</p>	<p><b>CELTA Trainer Development</b> Manana Khvichia and Matthew McGeever, IH Tbilisi &amp; IH Bratislava</p> <p>Taking inspiration from research related to teacher development, this session will look at how CELTA trainers (and teacher trainers in general) can engage in personal CPD. After looking at relevant theories and presenting some research data, we will discuss some current practices that CELTA trainers use at IH Tbilisi and IH Bratislava, and reflect on future possibilities both within and between institutions. This session should be useful not only for CELTA tutors but also for trainers in general and those interested in trainer CPD.</p>
10.55-11.25	Coffee break and meet the sponsors	
11.25-11.55	<p><b>From Fighting Fires to Fire in My Belly</b> Kate Howcroft, IH Coimbra – Olivais and Santa Clara</p> <p>We were most recently inspected in November 2024 and I'd like to share a short story of how those three days, along with the preparation that came before them and the feedback and follow-up afterwards, have firmly lit a fire in my DoS belly. As a direct result of the visit, we've made changes to everyday practice, some subtle and some bigger, to how we carry out observations, collect feedback, measure learning, run our wider CPD programme and communicate as a team. We've still got plenty to learn and plenty to work on, but as a school we're (mainly!) enjoying the challenge. Roll on the next inspection!</p>	<p><b>Joining the Dots: Bringing Classroom Language to Life</b> Marie Pepper, IH Manchester</p> <p>Most would agree that real language learning best takes place when there's a genuine communicative need, a natural and authentic wish to exchange information. The language learning process itself creates such a need in the classroom, as teachers and learners discuss lesson content and activities. So why not exploit this powerful potential for meaningful interaction and language development? This session explores how 'classroom English' can be used as a rich communicative resource that not only supports learning but is learning: empowering students to initiate exchanges, negotiate meaning, and take greater control of their language development. Practical ideas will be shared to demonstrate how teachers can make the most of routine classroom exchanges to provide purposeful input and output, leading to increased communication, confidence, and autonomy, and ultimately fostering a greater willingness to speak both inside and beyond the classroom.</p>

Venue: 10 Union St, London SE1 1SZ

12.00-12.45	The Big Question: Session 2
12.45-13.45	Lunch break and meet the sponsors
13.45-15.15	<p><b>Quick Learning Bites</b> Moderated by Fari Greenaway</p> <p>Quick learning bites is a series of short, high-value sessions where speakers unpack essential concepts in just 15 minutes. These bite-sized talks are crafted to inform, inspire, and equip participants with insights they can immediately apply:</p> <ul style="list-style-type: none"> <li> <p><b>Talk 1: Building Stronger Connections Across the IH Network</b> May Tharaphi Win, IH Yangon &amp; Mandalay</p> <p>How can we transform the IH network into a vibrant global community for our learners? This session explores successful cross-school collaborations, including the Global Debate Challenge, inter-school conversation clubs, and postcard exchanges. We will examine the educational benefits of these initiatives and brainstorm new ways to connect students across borders, ensuring we make the absolute most of our unique international network.</p> </li> <li> <p><b>Talk 2: VRLL – Virtual Reality in the Classroom</b> Simon Harris, IH Sofia</p> <p>I will be introducing the second phase of our VRLL Erasmus project with five new environments (making nine in total). The workshop combines a short presentation on the project objectives, how these were achieved and how to use them in a language learning environment, followed by an opportunity for you to try on a headset and immerse yourself in a different world right here in the conference centre.</p> </li> <li> <p><b>Talk 3: Bringing Feedback Back to Life: Re-Humanising Student Voice Through Face-to-Face Engagement</b> Julie Cuttance, IH Galway Language Centre</p> <p>As institutions increasingly rely on digital surveys and automated analytics, the richness of genuine student voice can become diluted. This presentation showcases how our school has revitalised its feedback culture by returning to in-person, classroom-based dialogue – an approach that has strengthened trust, improved school-wide services as well as academic delivery, and provided deeper insight into the student experience than any online form could achieve. In this 15-minute talk, I will outline our whole-school initiative to gather meaningful, actionable feedback through direct human interaction.</p> </li> </ul>




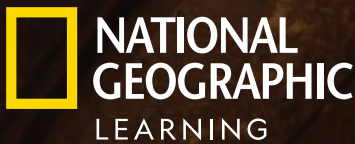
Venue: 10 Union St, London SE1 1SZ

	<p><b>Quick Learning Bites (continued)</b> Moderated by Fari Greenaway</p> <ul style="list-style-type: none"> <li>• <b>Talk 4: Putting the IH CPD Scheme Into Practice: Early Insights and Emerging Questions</b> Max Maximov, IH Düsseldorf</li> </ul> <p>In this session, we explore the structure, components, and requirements of the IH CPD Scheme and share how we are integrating it at IH Düsseldorf. We will look at the challenges we have encountered so far, what we are learning from the process, and how these experiences might be of relevance and interest to other IH schools. We will also consider a broader perspective: how does the IH CPD Scheme help us to support teachers in the early to mid-stages of their careers, wherever they currently find themselves professionally? This session, on a work-in-progress topic, will comprise of a collaborative component in which everyone will be encouraged to share experiences, brainstorm ideas, and hopefully leave with a few practical insights.</p> <ul style="list-style-type: none"> <li>• <b>Talk 5: The Talking Notebook</b> Vitor Moura, IH Porto</li> </ul> <p>We are living in an AI world, and I'm an AI person. But there's one tool that's got me hooked: NotebookLM. It is 'grounded' AI that works only with the sources you provide to create a variety of content: from answering questions to creating podcasts, quizzes, and videos. It can even generate infographics and a complete presentation.</p>	
15.15-15.45	Coffee break and meet the sponsors	
Timing	Upstairs	Downstairs
15.45-16.15	<p><b>Spice Up Your CPD: Dynamic Strategies for Engaging Training Sessions</b> Florencia Giudici, IH Santiago de Compostela</p> <p>This workshop explores practical ways to energise CPD sessions from the very start, ensuring teacher engagement reflects the learning environments trainers aim to foster. With a focus on dynamic strategies and adaptable digital tools, not only will participants be presented with activities they can immediately apply, but they will also leave equipped with fresh, interactive techniques easily transferable to their teachers' classrooms.</p>	<p><b>From One to Many: Scaling a Soft Skills Training Model</b> Clariana Lucas, IH Team Lingue</p> <p>This session shares the experience of adapting a CPD programme from a small, cohesive team to a large, diverse network of schools. We aim to move beyond theory to focus on some practical realities of scaling, including:</p> <ul style="list-style-type: none"> <li>• The adaptation blueprint: what core elements were non-negotiable, and what had to be redesigned for new contexts?</li> <li>• Navigating challenges: how we addressed varying school cultures, teacher motivation and wellbeing.</li> <li>• Engagement and impact: role of newsletters, resource hubs, and digital tools in building community.</li> </ul>



Venue: 10 Union St, London SE1 1SZ

<p>16.20-17.20</p>	<p><b>Plenary Session</b>  <b>Ethics and Empathy: Using Counselling Skills to Embrace Diversity and Difference in the Workplace</b>                  Siân Hanson</p>  <p>Working in EFL means wearing many hats: teacher, mentor, coach, role model, substitute parent, counsellor. Showing compassionate leadership when mental health is declining and global conflict is increasing can feel like an impossible challenge. How can we fill all these roles and protect our own wellbeing? Together, we will look at a number of counselling skills that can be used to better navigate the diversity of our workplace. This helps to create even safer and more welcoming international learning environments where everyone can thrive, no matter who they are, ultimately allowing us to support our teams and students confidently, consciously and ethically.</p> <p>Siân is a freelance materials writer, trainer and careers coach. She has worked in a number of ELT roles over the past 15 years, most recently as Group Academic Director for BSC Education. With qualifications in counselling and coaching, she is passionate about helping others develop their empathy and communication skills at work and beyond, as well as improving students' employability and career management skills. Outside of work, Siân sings and conducts in a gospel choir in Oxford and enjoys spending time with her family at home in the Oxfordshire countryside.</p>
	<p>Free evening</p>



Bringing the world to the classroom and the classroom to life

# Keynote

SECOND EDITION

## English Communication and Future-Ready Skills

### CEFR Level: A1 to C1

Keynote, Second Edition is a six-level series for young adults and adults that teaches the English communication and future-ready skills needed to thrive in an increasingly connected world.


**LEARN MORE ABOUT KEYNOTE, SECOND EDITION**

A PART OF CENGAGE

"National Geographic", "National Geographic Society" and the Yellow Border Design are registered trademarks of the National Geographic Society ©Marcas Registradas.

[ELTNGL.com/keynote](http://ELTNGL.com/keynote)

Venue: 10 Union St, London SE1 1SZ

<p>08.30-09.00</p>	<p><b>Morning Meditation</b> Facilitated by Katja Preston</p> <p>Get invigorated this morning with shared mindfulness. We'll practice some energetic breathing exercises to increase energy levels and boost wellbeing. New and experienced practitioners welcome.</p>
<p>09.00-09.45</p>	<p><b>The Big Question: Session 3</b></p>
<p>09.50-10.50</p>	<p><b>Plenary Session</b> <b>How to Lead Quietly But Powerfully in ELT</b> Georgia Papamichaelidou</p>  <p>Leadership in ELT is often loud with targets, tasks, and to-dos. But what if the real power lies in what we notice rather than what we say? This session explores the concept of ghost management, which is a subtle, intentional leadership approach grounded in observation, emotional intelligence, and trust-building. Participants will learn how to sense the unspoken, support without intruding, and lead teams through quiet yet transformative influence. Walk away with practical tools to strengthen team culture, enhance psychological safety, and foster engagement in fast-paced ELT environments.</p> <p>Georgia is an award-winning International Education Leader based in the UK. With a diverse background in teaching and teacher training, her work centres on welfare, mental health, and professional development in educational contexts. As a public speaker at national and international conferences, Georgia specialises in practical approaches to teaching and coaching managers to thrive in ELT.</p> <p>Georgia is also a Trustee and the Chair of the Digital Committee at IATEFL, where she leads the monthly IATEFL Live! shows and oversees the planning, organisation, and execution of the annual IATEFL Themes conference.</p>



Venue: 10 Union St, London SE1 1SZ

Timing	Upstairs	Downstairs
10.55-11.25	<p><b>Let Me Think</b> Estelle H�elouin, IH World</p> <p><b>What are the key drivers of growth? Reflection, collaboration, an open mindset? How can we promote deeper learning?</b> In this session, we will discuss how establishing a thinking culture and creating thinking spaces support professional development, from teacher observations to inclusive practices; from training to collaborative projects or any other areas we wish to explore.</p>	<p><b>Lost in Translation: Observing and Supporting a Multilingual Teaching Team</b> Kasia Zyznowska and Luiz Gutierrez, IH London</p> <p>In multilingual education settings, academic managers face a unique challenge: how do you observe, support, and assess teaching across languages you may not speak? At IH London, our team works with teachers of 16 different languages, each with its own pedagogical traditions, teacher expectations, and language-specific needs. Over the years, we have developed a set of approaches for lesson observation and feedback that ensure quality and consistency without compromising linguistic or cultural authenticity. In this workshop, we will explore the practical frameworks and observation tools we've used to support a diverse teaching team. Participants will be able to share their thoughts and experiences on observing foreign language classes across IH schools.</p>
11.25-11.55	Coffee break and meet the sponsors	
11.55-13.15	<p><b>Inspections and Inspection Showcase</b> Led by Belle Dowber-Hawkins</p> <p>Every IH school is different, and our IH Inspectors hold the unique privilege of seeing truly exceptional ideas put into practice across the globe. We believe that the best ideas should never be confined to one school.</p> <p>This year, our inspectors have compiled a shortlist of innovative, practical, and adaptable initiatives they've encountered. We've invited the schools behind these practices to share their success stories with you.</p> <ul style="list-style-type: none"> <li>• IH Coimbra – ‘Pick n mix’ Approach to CPD Kate Howcroft</li> <li>• IH Taranto – Blended Courses Alejandra Solano</li> <li>• IH Split – How They Incorporate 21st Century Skills into their Curricula Ante Demo</li> <li>• IH Riga – ‘Class Managers’ and Padlet Noticeboard Mike Earley</li> <li>• IH Yangon and Mandalay – Effective Biannual Appraisals May Tharaphi Win</li> <li>• Q&amp;A</li> </ul>	
13.15-14.15	Lunch and meet the sponsors	




Venue: 10 Union St, London SE1 1SZ

Timing	Upstairs	Downstairs
14.15-14.45	<p><b>Voices From All Directions: Implementing 360° Feedback for Effective EFL Management</b> Diana Bauducco, IH London</p> <p>This session will explore the use of 360° performance reviews, a tool which is commonly used in the corporate world to support leadership development and project management, but has not yet cut through to education. Drawing on my own recent experience of implementing ‘the 360’ in EFL summer schools, I will demonstrate how it can be adapted effectively for the context of language school management. The session will look into the step-by-step process of running a 360° review from the identification of participants and the creation of the forms and their delivery, to the collation of results and the provision of feedback to the participants.</p> <p>I will also highlight some of the challenges we encountered along the way, such as concerns about confidentiality, damage to interpersonal relationships and ensuring feedback remains constructive rather than personal, among others. Finally, I will highlight the benefits of 360° reviews, including clearer and honest communication, fairer assessments of leadership and decision impact, greater staff inclusion and participation, and improved professional development opportunities for managers. Participants will leave the session with a practical model to implement a 360° review in their own language school contexts.</p>	<p><b>Integrating Social and Emotional Learning Skills into English Lessons</b> Tere González, IH Mexico</p> <p>We will explore practical strategies to integrate Social and Emotional Learning (SEL) into everyday English language teaching. Grounded in the CASEL framework, the session clarifies what SEL is – and is not – addressing common myths while positioning SEL as a set of teachable, observable skills that enhance language learning, classroom climate, and long-term student success. Participants explore three core areas:</p> <ol style="list-style-type: none"> <li>1. Foundational SEL concepts relevant to ELT;</li> <li>2. Simple instructional practices for embedding SEL into pair work, group tasks, routines, and reflective moments; and</li> <li>3. Informal assessment tools such as exit tickets, self-assessment rubrics, learning journals, and teacher observation checklists.</li> </ol> <p>The session includes examples tailored to communicative language teaching and culturally responsive practices in Mexico, Peru, Colombia and Chile where SEL remains under-implemented despite policy efforts. By the end, educators gain ready-to-use tools that strengthen students’ self-awareness, self-management, social awareness, relationship skills, and responsible decision-making while supporting stronger engagement and language outcomes.</p>
14.50-16.00	The Big Question: Presentations	



Venue: 10 Union St, London SE1 1SZ

<p>16.05-17.05</p>	<p><b>Closing Plenary</b>  <b>A Practical Approach to Staff Wellbeing</b>                  Fiona Dunlop, Wimbledon School of English</p>  <p>There has been a lot of excellent work done around staff wellbeing in recent years. I will look at what really works and how we can continue to build on this. The session will focus on practical systems and tools to ensure that staff wellbeing is addressed in an organisation-wide and integrated fashion. I will address implementing structures and following through to ensure that what we do as an organisation has meaning and builds a healthy workplace culture.</p> <p>I will explore three main areas where we can make a positive impact on wellbeing for all:</p> <ol style="list-style-type: none"> <li>1. The organisational culture</li> <li>2. The role and responsibility of leadership</li> <li>3. The role and responsibility of the individual</li> </ol> <p>I will then highlight a couple of easy-to-implement practical tools to build into good wellbeing management in the workplace and beyond.</p> <p>This will lead on to presenting some take-away tips, including looking at the practicalities for managers when having wellbeing discussions with staff. I take the approach, as with safeguarding, that staff wellbeing management should run through everything we do. It should be clear, transparent and practical and is the responsibility of everyone. Audience members will leave the session with something personally relevant and adaptable to them and their work environment, along with some immediately implementable ideas and tools.</p> <p>Fiona is the Principal at Wimbledon School of English, London, one of the oldest independent language schools in the UK. Fiona has over 35 years of worldwide experience in the field of English language training, including such areas as Academic and School Management, Teacher Training, Business and Soft Skills Training. She holds an MA in Psychology and an English UK/ Trinity Diploma in ELT Management.</p> <p>She spent several years working in Cairo and in Rio/Sao Paulo before returning to London in 1997, where she has been involved in all aspects of ELT management and training. She currently provides training on many aspects of ELT management, such as dealing with conflict, internal customer care, manager CPD and wellbeing, effective project management and motivating and developing well established teaching teams. She has a professional passion for all aspects of people management.</p> <p>Fiona has written articles for ELT publications, delivered webinars for British Council and contributed to the development of a British Council ‘Continuing Professional Development’ handbook for teachers and managers.</p>
<p>17.05</p>	<p><b>Conference Closing – What Are You Taking Away?</b></p>
<p>17.30</p>	<p><b>Conference end</b></p>



19.30

**Dinner, quiz and dancing**

**Venue:** [The Dickens Inn](#)

Join us for an evening of food, quiz questions and the inevitable AMT dance session at this picturesque 18th-century timber-framed pub nestled in London's historic St Katherine's Docks.

**How to get there:**

You cannot get to the door of the pub by public transport and all routes will involve 6-10 minutes of walking. We recommend walking from the London Bridge area to get the fantastic views of Tower Bridge lit up at night.

**RECOMMENDED Walking:** It's a 30-minute walk to The Dickens Inn from Union Street, crossing the river at Tower Bridge.

**Public transport:** You can get a bus to Tower Bridge from Union Street/London Bridge and then walk 10 minutes to the pub.



## Our resource of recordings



In the IHWO website Members' Area, we have resources to support the CPD of IH Teachers and Academic Managers. Get inspired by ideas from around the industry. The resources include:

- IH Teachers Online Conference
- IH Online Modern Language Conference & Seasonal Webinars
- IH Wellbeing Season
- IH Innovation Conference
- IH Celebration of Diversity Webinars
- IH Young Learner Assessment – Online Seminars

We also have a range of presentations to view from our events:

- IH AMT Conference 2018-2025
- IH Young Learners Conference 2018-2024
- IH Directors' Conference 2018-2025

Log into our Members' Area and go to 'Events and Conferences' to view this collection of recordings and presentations. Alternatively, visit the link below:

[ihworld.com/member-dashboard/events-and-conferences](https://ihworld.com/member-dashboard/events-and-conferences)

## Did you miss the AI for Teachers Online Conference?



AI is changing our world faster than we could have imagined. Don't get left behind!

Learn from academic managers, teachers and AI experts on how to deal with AI in the classroom, managing AI literacy among students and teachers and inspiring ideas on how to make the most of AI to create engaging lessons.

[Watch all the sessions here](#)

# Your Global IH Staffroom Awaits

Teaching can be lonely — but it doesn't have to be.



**Connect and share** with IH colleagues in the new **IH Forums**.

Swap ideas, ask for advice, or just chat with people who truly understand what life in a language school is like.

**Join the conversation today!**

Log in via the IH World Members' Area






## Lead With Confidence - Excel in Academic Management With the IH Diploma

FOR TEACHER TRAINERS & ACADEMIC MANAGERS



[LEARN MORE HERE!](#)

-  Develop the knowledge & skills for your specific context
-  Find a community & connect with a global network of peers
-  Fit asynchronous learning easily into your busy schedule



**International House**  
Online Teacher  
Training Institute

Find all course details, dates and application forms on <https://ihworld.com/teach/ih-online-teacher-training>



## Courses for Academic Managers and Trainers

Course	Duration	2026 start dates
Teacher Training Certificate	10 weeks	Feb, May, Oct
Director of Studies	9 weeks	Feb, May, Oct
Academic Management – Observation & Feedback	6 weeks	April & Nov
Academic Management – Managing Customer Service	6 weeks	June
Academic Management – Managing Change	6 weeks	April
Academic Management – Performance Management	6 weeks	Sept
Academic Management – Young Learner Centre Management	6 weeks	Feb
Academic Management – Teams & Communication	6 weeks	Nov
Academic Management – Business Management	6 weeks	July
IH Diploma in Academic Management	2 years	Flexible

## Courses for Teachers

Course	Duration	2026 start dates
IELTS x1 module	4 weeks	Every month
IELTS Bundle of four modules	4 months	Every month
Content & Language Integrated Learning	4 weeks	Feb & Jul
Certificate in Online Tutoring	5 weeks	Jan, Oct
Teaching One-to-One	4 weeks	May, Nov
Young Learners and Teens	8 weeks	Jan, Feb, May, Jul, Sept, Oct
Very Young Learners	10 weeks	Feb, Oct
Business English Teaching	14 weeks	Feb, May, Oct
Certificate Advanced Methodology	15 weeks	Feb, Oct








Thank you to our Sponsors:



## Connect with International House



-  /internationalhouselanguages
-  @ihworld
-  company/international-house-world-organisation
-  /ihlanguages
-  @inhouseworld