



### **LIAM BROWN | OPENING PLENARY**

*Customer Focused Working – ways of paying attention to what matters*

Liam is an experienced teacher, manager, trainer, writer and consultant focusing on communication, collaborative learning, management and decision making.

He worked in Asia, the Middle East and UK for the British Council as Learning and Development Manager for the worldwide English and Exams Strategic Business Unit.

In that role he was responsible for designing and delivering business-wide learning initiatives and interventions for managers, teachers, examinations administrators, specialist and support staff.



### **PETER BROWN | CLOSING PLENARY**

*Copernicus of Kraków - New Eyes, New Worlds, New Words*

Peter Brown considers himself primarily to be a teacher. He is the Founder Chair of EAQUALS and has been on its Board since its inception in Trieste in 1991. He is also the Founder Chair of AISLI (l'Associazione Italiana di Scuole di Lingua) the Italian quality association of language schools, which he co-founded in 1979. With Frank Heyworth he wrote the Council of Europe's Guide to Quality in Language Education.

Apart from being a frequent speaker at conferences on a wide range of humanistic and scientific topics, he is also an educational and scientific consultant to international inter-governmental organisations.

