



The Customer Service Academy

World Class Customer Service Training

SAMPLE

Prepared for:
Sample Client

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The
Knowledge Brokers

www.theknowledgebrokers.com

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foreword

Here's your opportunity to learn from the experts how to deliver world-class experiences, increase retention, referrals, repeat business, turn around things, if they go wrong and change your world by creating a customer service revolution.

The Customer Service Academy is a concise and bespoke in-company programme offering two levels of six modules each to up your customer facing employees abilities and capabilities.

The Customer Service Academy delivers the best tailor-made customer service training you'll ever experience within the four walls of your company including a solid plan to take your company's customer experience to the next level and make price irrelevant.

The Customer Service Academy is uniquely designed. This engaging sequence of modules divided into two levels is the cornerstone to exceptional service. The first level "**Essential Customer Skills**" will set the foundation and provide necessary tools and techniques for the advanced level "**Customer Service Excellence**". All will be designed to suit your team.

The Customer Service Academy fully engages participants and will have a lasting positive impact on your company. Our trainers boast highest levels of experience and enjoy a great reputation internationally - including the Gulf and in most cases KSA.

The Customer Service Academy is not carved in stone. Its modules work like building blocks. If you feel something should be added - we add it. And if you feel something should be removed or changed - we remove or change it. We can build it together so that you can receive the exact training your employees need.

The Customer Service Academy includes a train-the-trainer option.

Level 1

Essential Customer Skills - Foundation

Module 1	Communication Skills	2 Days
Module 2	Negotiation Skills	2 Days
Module 3	Conflict Resolution	2 Days
Module 4	Creative Problem Solving	2 Days
Module 5	Telephone Skills	2 Days
Module 6	Email Etiquette	2 Days

Level 2

Customer Service Excellence - Advanced

Module 1	Core Values of Customer Service	2 Days
Module 2	Cross Cultural Customer Service	2 Days
Module 3	Delivering Exceptional Service	2 Days
Module 4	Building lasting Partnerships	2 Days
Module 5	Managing dissatisfied or difficult customers	2 Days
Module 6	Service Recovery	2 Days

Objectives Level 1

Module 1	Communication Skills	2 Days
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- Identify Personality Type & communication preferences using a simple Profiling Tool
- Learn to recognise other people's Personality Types & communication preferences
- Master adjusting one's own communication approach based on need
- Identify barriers to effective communication and how to overcome them
- Effectively utilise tone
- Develop nonverbal & paraverbal communication skills
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively & effectively
- Gain insight into asking open questions
- Use appreciative inquiry as a communication tool
- Learn to establish common ground with others
- Learn to adeptly converse and network with others

Module 2	Negotiation Skills	2 Days
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- Understand the basic types of negotiations
- Learn the phases of negotiations & gain the skills necessary for successfully negotiating
- Understand & apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
- Learn how to lay the groundwork for negotiation
- Identify what information to share & what information to keep to your self
- Master basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach a consensus & set the terms of agreement
- Learn to deal with personal attacks & other difficult issues
- Use the negotiating process to solve everyday problems
- Learn to negotiate on behalf of someone else

Module 3**Conflict Resolution****2 Days**

- Gain a thorough understanding of the sources, causes and types of conflict
- Master all phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Learn to apply the conflict resolution process to all types of conflict
- Learn how to break out and use parts of the process to prevent conflict
- Develop communication tools such as agreement frames and open questions
- Master anger and stress management techniques

Module 4**Creative Problem Solving****2 Days**

- Have a greater understanding of problems & the creative problem solving process
- Learn what types of information to gather with some key questions
- Use four different problem definition tools
- Learn to write concrete problem statements
- Master idea generating tools like affinity diagrams, word chaining, the box method, the six thinking hats & the blink method
- Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
- Learn to perform a final analysis and selecting a solution
- Gain insight into the roles that facts & intuition play in selecting a solution
- Understand the why's & how's of refining & re-refining a shortlist
- Learn how to identify the tasks & resources necessary to implement a solution
- Understand how to evaluate & adapt solutions to reality
- Learn to utilise follow-up to celebrate successes & identify improvements

Module 5**Telephone Skills****2 Days**

- Learn how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication

Module 6**Email Etiquette****2 Days**

- Email as a communication tool: assumptions
- Advantages and disadvantages of using email
- What to put in the business email
- Writing emails: Structure - Subject / Greeting / Signing off
- Sent in error - what to do
- Writing emails: Dealing with angry / aggressive emails
- Need time to think / investigate before replying
- Attachments - advantages and disadvantages
- Good English - grammar, punctuation, paragraphs and sentences
- Writing Style: correct approach; appropriate tone; formal or informal writing; Plain English and readability
- Handling delicate or diplomatic situations
- General - Dos and Don'ts
- Final checks before sending.

Objectives Level 2

Module 1	Core Values of Customer Service	2 Days
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- Defining Good Customer Service – and Service Excellence
- What Customer Service Skills do you Already Have?
- Dealing with Difficult, Rude or Indifferent Customers
- Achieving Real Excellence in Customer Service
- Advanced Listening and Responding Skills
- How to make the Customers Point of View Work for you
- Developing New Customer Relationships
- Caring for Yourself as well as your Customers
- Handling Complaints with Empathy and Efficiency
- Gaining Confidence in your Customer Service Role

Module 2	Cross Cultural Customer Service	2 Days
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- Appreciate cultural variations on customer service expectations
- Describe what exceptional customer service entails within their role/industry
- Identify how to offer a great customer service to anyone of any culture
- Recognise cross-cultural barriers to the delivery of outstanding customer service
- Recognise and adapt to specific customer behaviour styles
- Learn techniques for dealing with difficult customers
- Develop a personal action plan to improve customer service skills

Module 3	Delivering Exceptional Service	2 Days
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- Why outstanding service is essential to business success today and makes a direct contribution to bottom line results
- How you can easily lose a customer forever by ignoring any one of the six essential rules of customer care and service
- How to impress customers and win loyalty from the very first contact
- Build genuine relationships and goodwill with customers quickly and easily using tried and tested techniques and strategies
- Key telephone techniques to handle calls with success and ease: It's not just what you say but how you say it
- How to ensure most calls are handled successfully using the 'three stage strategy' of a customer service call
- Learn the secrets to minimise the stress involved with customer service and avoiding staff burnout
- How to identify the hallmarks of poor customer service
- Take control of difficult situations to turn complaints into positive outcomes and build better customer relations
- Secrets to building long term customer loyalty and ensure a regular flow of repeat business
- How to develop your own personal action plan to apply your new customer service skills for greater success

Module 4	Building lasting Partnerships	2 Days
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- Articulate your organisation's brand image.
- Describe exceptional client service.
- Identify behaviors compatible with the organization's brand over the telephone, in person, in email.
- Recognise barriers to the delivery of outstanding client service.
- Identify and adapt to specific client behavior styles.
- Demonstrate how to measure client satisfaction levels and take corrective action if needed.
- Explain techniques for dealing with angry or upset clients.
- Describe the importance of client loyalty and how to encourage loyal clients.

Module 5	Managing dissatisfied or difficult customers	2 Days
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- Turn difficult situations into new opportunities
- Have greater confidence in resolving conflict
- Use proactive strategies to reduce difficult customer incidents
- Take a more positive approach to angry or upset customers
- Promote client satisfaction;
- Improve your image by showing customers that feedback is taken seriously;
- Identify areas that need improvement
- Enable poor processes and actions to be rectified quickly and efficiently
- Prevent complaints from escalating, a situation that can be resource-intensive and lead to adverse publicity
- Reduce stress on staff by providing training and support to help deal with unhappy customers and a structured approach to resolving issues

Module 6	Service Recovery	2 Days
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- Full understanding of what service recovery is and how it can benefit the business.
- Measurement of successful service recovery programmes
- How to deal with complaints
- How to implement good complaints procedures and service recovery procedures
- How to avert bad customers experiences
- How to turn unhappy customers into happy ones
- How to teach others to deal with complaints

approach

Delivery Format

We recommend a "facilitated learning" style. Facilitated learning is where trainees are encouraged to take more control of the learning process. All modules make use of role-plays, movie and audio clips, games and activities, discussions, presentations, etc. to create an atmosphere of modern friendly interactive adult learning experience. The style is up-beat and motivational.

The Customer Service Academy is very practical and objective. Clear and specific skills, models and techniques are covered. The focus is on improving things that are already working, not going over old ground. Participants will discuss and plan new approaches to real-life examples taken from their own situations.

Each module of **The Customer Service Academy** includes:

- High-quality training presentation
- Group exercises, role plays and team activities
- High degree of participation and interaction

We guarantee ...

- The Customer Service Academy is a high-quality product delivered by carefully selected internationally experienced trainers
- **Adhere to Health and Safety** rules and guidelines
- Promote a 'safe' environment - where people feel comfortable contributing without fear of ridicule
- Integrate **interactive exercises** - as often as possible
- Have **minimal or no use of PowerPoint**
- Offer **pre and post course assessment**
(implementation will be discussed and agreed with you prior to each session)
- Be delivered **in English** and will have a high proportion of participants for whom this is their second language. Language skill (comprehension and verbal) will vary.
- **Balance plenary, small group, paired and individual working.** To ensure that facilitators can both check individual understanding of key messages and clarify any misunderstanding.
- Each participant shall be provided with a **Learning Log** (template to be provided), using at least 3 of your corporate colours. It will contain all presentational material, handouts and a comprehensive summary of the models, theories and others resources used on the workshop. The workbook should include exercises for participants to complete, space to take notes and capture learning. There should be opportunities for participants to share workbook content. **Can be setup online.**

Course Evaluation

- We are happy to develop with you appropriate methods that will be based on your needs and inputs. There are a variety of media available today to capture course evaluations. We are happy to offer any but wish to recommend online tools.
- As part of the ongoing evaluation and assessment the participants will be assessed on their ability to meet the following criteria... Participants will have to demonstrate their knowledge of the topics and subjects covered during the workshop by being able to describe and show how and when to influence others using emotional intelligence and behaviours.
- Participants will have to demonstrate, through use of role-play and syndicate exercise, quizzes, tests, etc that they are able to apply the information, methods and theories they have learnt in new situations in the workplace. Participants will have to demonstrate how they can analyse the new skills they have learnt and how they apply them to their individual work environment.
- Each training course involves Instructor led facilitation, Partner exercises, Syndicate exercises, Small group discussion, Brainstorming, Large group discussion, Activity participation, Assessment tools, Questions and answers, Visual aids or Workbooks etc, to ensure that the participants understand and demonstrate the skills learned throughout the one day workshop.

Pre / Post Course Questionnaires

Fully customisable Pre-Course Evaluation example:

<http://sgiz.mobi/s3/39ac2ba503c8>

Fully customisable Post-Course Evaluation example:

<http://sgiz.mobi/s3/77d0a5189d23>

Relationship Management

We have identified the following senior members of staff as your points of contact. These persons will co-ordinate all logistics, contracts and financial matters of your programme. Below listed relationship managers will have enough authority to be able to quickly resolve any issues.

Mrs ****

Senior Partner

Mr ****

Senior Analyst

Ms ****

Senior Admin Manager

training materials

You will be receiving for each training course booked through us the following service as part of the The Customer Service Academy:

- Per-trainee high quality course **workbooks**
- We recommend: Per-participant **master-binders** in your approved corporate design, image and logo - to elegantly store all documentation relating to the courses attended.
- All **workbook coordination** / reproduction / shipment responsibility will lie with The Knowledge Brokers
- Etc.

train the trainer

TTT

Train The Trainer

5 Days

Larger organisations sometimes prefer to take a 'train-the-trainer' approach. We are happy to help with this. Our approach could be as follows:

Our trainers will teach Level 1 & 2 with this in mind and alter the delivery style accordingly.

- All modules will be run as would be with normal participants with the exception that after each lesson trainer specific delivery specific discussions take place.
- Feedback is given during the course by the trainer
- Preferred group size: from 4 to 6
- Course materials (participant workbooks, trainer notes, Powerpoint slides, etc) are customised and branded for you
- You undertake that your trainers will deliver the course solely to your employees, using materials supplied by us. Extra charges for copyrighted material licensing may apply.
- The provision of 5 extra days is essential to prepare future trainers for their training delivery in a coaching environment. There will be plenty of opportunity to practice and fine-tune the training delivery of the 12 modules of this Academy.
- Feedback and recommendation is also given after the course to the academy sponsor and individual participant
- All trainers will offer a reasonable amount of their time to answer any queries or offer any specific topical coaching services over the phone, email or e.g. Skype.

TTT Training objectives

This train-the-trainer add-on course has a very simple objective: to ensure that your own trainers can deliver 'The Customer Service Academy' to a similar high standards as the trainers we propose.

- Be comfortable with the subject matter
- Have assimilated Level 1 and 2 both from a participant and a trainer's point of view
- Have shown that they can deliver the course to the appropriate standard
- Know their way around all the materials, case studies and exercises
- Be confident that they can deliver the programme
- Be capable of delighting their audiences every time

Audience

This course is intended for qualified internal trainers. If you propose putting other people through the train-the-trainer course (eg, customer service team leaders) please discuss it with us first before booking the course.

Participants Prerequisite

- At least 3 years experience of delivering training and development programmes, and in particular customer care provision, within the client sectors;
- Excellent written and verbal communication skills in English language;
- Working knowledge of client's sector business
- Professional approach to training delivery;
- Demonstrate continues training skills development through attendance on courses, work shadowing, membership of relevant association(s)/institutes
- Demonstrate recent delivery of customer service training in customer service
- Commitment to equality of opportunity
- Demonstrate the ability to engage learners at all levels/deliver training through a variety of methods including one-to-one, group discussions, role play, participation, use of audio visuals and innovative 'games' and activities;
- Ability and experience of delivering training to mixed ability/diverse ethnic groups;
- Attainment of relevant teaching/training qualifications;
- Adaptable, flexible, enthusiastic and reliable;
- Ability to use a range of audio visual training equipment including PowerPoint/lap tops.

20 trainers

We have created a pool of **20 trainers** which the following pages will illustrate. We intent to make use of the most suitable of trainers available to us while our fees to you are always 100% guaranteed.

Our trainer pool is not intended to be complete. It is our intention to provide your organisation with best-matching highest possible quality trainers for the planned courses at the time where they will be required. It is therefore possible that certain trainers from the pool will be dropped and exchanged against others or that the trainer pool will grow or shrink.

Every trainer we propose to you will have the following characteristics:

- **Background Checked:** Every trainer your organisation receives from us will be background-checked and / or recommended by sources we trust
- **Trusted:** We share a long standing trustworthy professional relationship and are likely to have worked with each other before to serve other clients.
- **Work history:** We may have successfully worked with a trainer
- **Seasoned:** at least 10 years of professional subject training experience
- **Flexible & friendly:** Your organisation will work with trainers who are flexible and friendly on and off delivery
- **Clear & Clean English:** All our trainers speak clear, clean, where possible **native English** - training will be conducted in appropriate speed so that non-native English speakers can easily follow.
- **Subject-matter expertise:** Every trainer we propose for a subject is an expert on that subject.
- **Professionalism**
- **Punctuality**
- **Middle East / Gulf working experience.**

Eddie G.



Experienced Training Consultant, Coach and Facilitator
Official Profile: <http://www.expertbase.org/808>



Experience	10+ years
Age Group	36 - 40

Travels from	Beaconsfield, UK
Nationality	British

Eddie is a passionate and engaging trainer and facilitator, dedicated to the provision of excellence in learning and development interventions, and totally focused on customer service. 15 years' experience in sales, account management and service delivery to enterprise level gives him a highly professional and insightful approach, offering both sales and operational expertise in a wide range of industry sectors.

Specialist subject areas include topics related to client management; Negotiation, Influencer, Conflict Management, Presentation Skills, and personal effectiveness training and coaching.

Eddie's 10 years in sales and as a business development manager gives him a sales and sales management training portfolio that includes Deal Qualification, Consultative Selling, Relationship Based Selling, Account Planning, Proposal Writing, Motivating for High Performance, Hiring the Right Team. Eddie is a subject matter expert in delivering the highest quality service and support in technical environments.

Eddie's practical experience has been in industries including IT, medical sales, corporate services, fleet management and logistics and travel. Additionally the type of clients he has secured, managed and sold to have included SMB, Enterprise and public sector. This enables Eddie to provide thoroughly rounded perspectives within the training he delivers.

Having spent time training in Hong Kong, as well as significant time with Rackspace UK who actively recruit from overseas and from within a wide range of experience, Eddie has become adept at using his natural relationship skills to make multicultural and multi-level delegate groups feel completely at ease.

Client feedback has included:

"Awesome trainer, awesome course!", or "Eddie is a great presenter, and keeps everyone engaged."

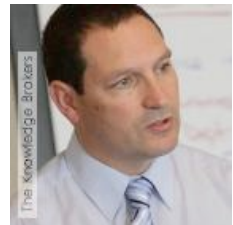
Clients have included:

ABB, Rackspace Hosting Ltd, AstraZeneca, ING Corporate Finance, Royal Mail, Electro-Components Ltd, Europcar UK Ltd.

Mark D.



Consultant, Trainer and Coach
Official Profile: <http://www.expertbase.org/805>



Experience	20+ years
Age Group	46 - 50

Travels from	Northallerton, UK
Nationality	British

Mark is a consultant, trainer and coach who is much sought after and highly regarded within the field of influential communication (the skill of getting other people to do what you want them to). Comfortable working one-to-one or with groups of any size, clients include the NHS, a variety of SMEs, and several national and international businesses.

As a partner with Business Link, Mark regularly ran sales & marketing workshops targeted at both new and existing businesses. Always well received, these workshops consistently attracted audiences of 50-60 people because of the enthusiastic and engaging approach that Mark takes.

An NLP Master Practitioner and accredited by TRACOM to run Social Styles, Mark incorporates a variety of approaches to produce a potent mix of learning and development tools covering sales, marketing, leadership, management and all aspects of influence.

Specialties

Influential communication, sales and marketing, leadership, management, learning and development, NLP,

Quote

"It helped to nearly double our turnover"

"After attending one of Mark's seminars in 2009 we immediately implemented the lead tracking mechanism into our business. Prior to doing this we had absolutely no idea how effective our advertising and marketing was. The result is that we have since learned how to measure and analyse the results generated from our campaigns and make the necessary adjustments as required. We firmly believe that this is a significant factor in our success since." - *Andy Shuter, MD, Frontline-Solutions Ltd*

Dave B.



Specialist Sales, Communication and Interpersonal Skills Trainer

Official Profile: <http://www.expertbase.org/800>

Experience	20+ years
Age Group	51 - 55

Travels from	High Wycombe, UK
Nationality	British

Dave is dedicated to improving personal performance in a corporate environment. A training and development professional, with corporate experience in large to medium sized companies Dave is an excellent communicator. Despite a high level of qualifications Dave's training is highly practical, engaging and whilst challenging, also fun! With a results focus Dave's calm, yet enthused, adult-to-adult style is persuasive. His key skills lie in training and coaching communication skills, with expertise in sales, leadership and presentation contents.

Whether training sales, leadership, presentations or coaching Dave brings a wealth of experience, skill and knowledge, focused on improving communication skills for greater interpersonal effectiveness. His success comes from experience of having worked in the corporate world for over 20 years.

Dave is a Neuro-Linguistic Programming (NLP) Practitioner and has many years training and coaching experience with organisations ranging from American blue-chip companies through to European SMEs. Consistently delivering to the highest quality Dave's core work is in interpersonal communication, with specialist areas in sales, leadership and presentations

Dave's list of qualifications is soon to be added to. As well as a BSc. in engineering and a MBA, Dave will add a 'Masters in Leadership' in September 2012.

Dave has successfully trained and coached delegates from the following Industries:

Automotive, drinks, leisure, pharmaceutical, telecommunications, IT and Banking:

Clients include:

Mercedes-Benz, Aston Hearing, Burt's Bees, Really Fine Leisure Ltd, Abbott Pharmaceuticals, Ace Eurogroup, Scottish and Newcastle, Celgene, Bluechip, Astins, British Telecom, Seiko, Interserve, Wall Street Systems, Glaxo SmithKline (GSK), Reuters, Astra Zeneca, Taylor Nelson Sofres (TNS), Janssen, Roche, Bristol-Myers Squibb, Wyeth, Ipsos, Shire Health International, and NHS Primary Care Trusts.

Greg B.



Versatile motivational coach: NLP; Creativity; relationships
Official Profile: <http://www.expertbase.org/793>

Experience	35+ years
Age Group	56 to 60

Travels from	Cardiff, UK
Nationality	British

Greg has built his reputation as an internationally renowned speaker, trainer and coach over the past fifteen years and has considerable experience in teaching human behaviour and communication.

He has acted as a consultant delivering innovative development courses to a variety of organisations throughout the UK, USA, Europe, Asia and the Middle & Far East, including industry, academic institutions, healthcare and the medical profession. Greg has worked with politicians, heads of industry, managers, leaders, healthcare professionals and multi-disciplinary teams worldwide.

His specialities include: Body Language; Advanced Influencing Skills; Neuro Linguistic Programming (NLP); Emotional Intelligence; Communication; Motivational Traits and Behaviours; Personal and Team Development; Leadership and Supervisory Management; Presentation Skills; Public Speaking and Platform Skills; Change Management; Business writing for impact and profit.

Greg holds a Certificate in Training Practice and is an accredited trainer for Belbin Team Roles and the internationally acclaimed Wilson's Learning Versatile Sales Person course. He is an internationally accredited Practitioner, Business Practitioner, Master Practitioner and Trainer of NLP (Neuro Linguistic Programming) and is a fully trained facilitator. He is also a Member of the Association for Coaching and an Associate of the Chartered Institute of Personnel and Development.

He graduated from Aberystwyth University with a degree in English & Information Studies. He worked on regional and national newspapers as a journalist, sports editor, sub-editor, and editor, before joining the BBC as a news researcher. His management skills were developed whilst working as a senior officer in the merchant navy. They were further enhanced as his career progressed through working in a number of commercial and training roles within international blue chip organisations.

Greg believes that the training journey should be exciting, fun and productive. His experience in multidiscipline and multicultural working has enabled groups to create a positive learning environment and a firm platform from which to transfer their new skills to the workplace.

Stephen C.



HR Consultant, coach and trainer

Official Profile: <http://www.expertbase.org/787>

Experience	20+ years
Age Group	51 to 55

Travels from	London, UK
Nationality	British

Stephen is an experienced HR practitioner, working at Board and senior manager level to achieve business goals through people. Stephen is practical and hands on whether he is developing and implementing an HR system or process, leading change, coaching key people or leading bespoke development programmes.

Stephen is a Fellow of the Chartered Institute of Personnel and Development and a Professional Certified Coach accredited by the International Coach Federation.

Some recent and current clients include Perry Slingsby Systems, Bracknell Forest Council, Tenneco, and the Royal Mail as well as a number of retained SME clients in film production, health, web production, sensing equipment and education. In the Gulf, Stephen has worked for Bahrain Telecoms, Kuwait International Bank, National Bank of Kuwait and National Bank of Dubai.

Stephen has extensive experience in, as well as an on-going interest of, managing change at an organisational, team and individual level focusing on performance improvement and realising a leader's potential.

He works in large private and public sector organisations providing consultancy, training and coaching. He also provides outsourced HR consultancy services to the SME sector - working with MDs as their coach as well as providing both strategic and operational support to their businesses.

His style is inquisitive and curious drawing out the real ambitions and barriers on the way to enable real and sustained change.

Specialties

Executive, leadership and business coaching; management development and assessment; facilitation; action learning; performance improvement; organisational design and development; change management

Richard T.



Experienced Trainer, Coach & Change Specialist
Official Profile: <http://www.expertbase.org/566>



Experience	20+ years
Age Group	57 - 62

Travels from	Edinburgh, UK
Nationality	British

Richard, for more than 20 years, has been coaching, training and designing programmes for managers and leaders in a wide range of industries. He is a Chartered member of the Institute of Personnel & Development and a member of the British Institute for Psychological Type. He is co-author of 2 books: 'Non stop Creativity & Innovation' and 'Hearts, Minds and Bottom Lines'. Before starting his company Richard was an operational manager ultimately becoming HR Director. It was here that he became aware of the impact of leadership behaviour on organisational climate.

Richard is an adept facilitator and trainer. He is a skilled coach whose focus is on helping others to achieve their full potential. He is qualified in the use of the Myers Briggs Type Indicator which he uses extensively with teams. Richard has designed and delivered management development workshops and programmes to organisations of all sizes and to participants from board level to middle management. He is passionate about learning and its transfer to the workplace. His greatest satisfaction comes from seeing participants adopt new behaviours that deliver real, sustainable results. His background is in management in the retail sector where he worked for 11 years before becoming H.R. director.

Richard has worked with organisations including:

3Com Europe, ABB, Anglian Water Group Plc, Bausch & Lomb Europe, Birmingham City Council, British Telecom, Citizen's Advice (Scotland), Diageo Plc, DownLisburn Health Trust, Earth tech, Edinburgh Interfaith, Friends of the Earth, Galliford Try plc, Glasgow Caledonian University, Greater Glasgow Health Board, Grampian Regional Council, Highlands & Islands Airports, John Dewars, John Mowlem & Co Plc, Kier Support Services, Morton Fraser Solicitors, National School of Govt., Mitie Group, Registers of Scotland, Robertson Group, Roland Homes Ltd, Schlumberger Oifield UK plc, Scottish Agricultural College, Scottish Arts Council, Scottish Life Assurance Co, Scottish Widows, Standard Life, The Chivas and Glenlivet Group, The Electoral Commission.

Tony H.



Seasoned Soft Skills and General Management Expert
Official Profile & Video: <http://www.expertbase.org/189>



Experience	30+ years
Age Group	60 - 65

Travels from	Manchester, UK
Nationality	British

Delivering as many as 175 one-day seminars per year, all over the world, Tony regularly achieves a delegate average rating of 9 on a 10 point scale. Educated to masters degree level, and a member of many important professional associations, he aims to have a transformational effect on your clients - and succeeds!

You can be sure it will be an immensely rewarding adventure that re-engineers the way you manage and lead people in the future. Tony is an extraordinary coach, team builder and charismatic presenter who shares his valuable career experiences with managers and supervisors throughout the world. His experience, as college and university lecturer coupled with extensive real-world business experience is the key to his success. He is a trusted mentor to those on the management front lines who have to deal, day to day, with all the challenges of today's workplace.

In his provocative training sessions, he passes on the benefit of his many years of knowledge and experience to sharpen your abilities. He is one of the most colourful, surprising and entertaining seminar leaders you'll ever have the pleasure of meeting - guaranteed. His command of the material is breathtaking; he is constantly updating his work, and his clarifying examples are powerful and original. Tony says, 'Working with me, you can be assured of a completely professional performance. Your programme will be customised for you, you will be able to see all workbooks, PowerPoint and associated materials beforehand, and we will work together to achieve exactly the results you are looking for.'

Selection of his Clients

ABB, AC Nielsen, American University of Dubai, Bangalore Chamber of Industry and Commerce, CNBC TV18, Continental Can (Saudi Arabia), Crown Jeddah Beverage and Can Company (Saudi Arabia), Dubai International Finance Centre, Dubai Quality Group, Dubai Holding, Dubai Media City, DuBiotech, Dubai World Trade Centre, EMC Computers, Eqarat, Estee Lauder Co, ERAM International, ITC Grand Hotel, Mumbai, Jawad Business Group, Bahrain, Knowledge Village, MahaTransco India, MBC (Middle East Broadcasting), Muscat Electricity Distribution, Oman, Oman Chamber of Commerce, Pacific Controls, PDO Oman, Pepsico (Dubai Refreshments), PHD Chamber of Commerce, Delhi, Princeton Academy, Mumbai, Safwa Food, Rabo Finance India, Rotary Clubs of India, SAP, Sharp, Sidvin Bangalore, Tatweer Dubai, Tecom Industries Dubai, Tyco Thermal Controls, Watani UAE, World Trade Centre Mumbai, Zayed University, Al Rayed, Agfa | Baker Tilly | Bartlett Scott Edgar | Baxter Healthcare (Brussels) | British Woodworking Federation | Broadland Housing Association | Cambridge Consultants | Communique Global | Daimler Chrysler Financial Services | Department of Health | DHL | Dubai Internet City | Dubai Media City | Dubai Ports, Customs & Free Zone Corporation |

Dubai Quality Group | Fourmarketing | Freightliner | GlaxoSmithKline | Global Home Loans | Hounslow Education Centre | ILEX Oxford | Knowledge Village | LEDU (Belfast NI) | Legal and General | Loughborough University | Medical Research Council | Ministry of Defence | Pacific Controls | Philips Projects | Rabo Finance (India) | RAF (EWAD) | Railway Safety | Rutherford Appleton Laboratories | SITS | SYPT | The Child Support Agency | The Jockeys' Employment and Training Society | The Knowledge Brokers | The Professional Cricketers' Association | The Professional Footballers' Association | The Ritz Carlton | The Rugby Football Union | WBB Minerals | West Yorkshire Passenger Transport Executive

Worked in Countries:

UK, UAE, Ireland, Belgium, Germany, France, Switzerland, USA, Singapore, Australia, India, Oman, Italy, Saudi Arabia, Bahrain, Qatar

Professional Memberships:

- Member, Chartered Institute of Personnel Development UK (MCIPD)
- Member, Institute of Leadership and Management UK (MILM)
- Member, Professional Speakers' Association UK (PSA)

Strengths:

Fundamentally interactive and practical, my style is often described as 'inspirational'. Tony am able to create positive change in people. Tony frequently work at all levels in an organisation - from induction, through first line management and right up to board level, and Tony am able to strike the appropriate level of debate on every occasion. As a professional facilitator, Tony concentrate on making sure that the dynamic of the group is always maintained at a suitable level.

Humour plays a large part in my life and in my work, and my participants often point out how much they enjoy their experience with me. However, they also learn a great deal - and making sure that people take away practical, useable skills is always my main area of focus.

Steve C.



Top-rated Communication and Presentation Specialist & Voice Coach

Official Profile: <http://www.expertbase.org/49>

Experience	15+ years
Age Group	41-45

Travels from	Glasgow, UK
Nationality	British

Steve has worked as a training consultant for the last 15 years. His particular expertise being presentation and communication skills and how we interact with each other. Steve specialises in the push and pull skills of rapport building, verbal and non-verbal communication, coaching, assertiveness, negotiating and influencing.

Having trained all levels of people in public speaking, presenting and vocal technique Steve is equally at home working with absolute beginners to help them overcome their fear, take control of their nerves and build up their confidence as he is with highly experienced presenters, helping them to fine tune their presentation delivery technique. He excels at delivering dynamic presentation skills either on a one to one basis or in a group scenario.

For success in today's business environment Steve provides a unique and enjoyable learning experience with his training events which serve to enhance essential communication and interpersonal skills.

As well as being an experienced trainer and a successful public speaking coach, Steve is also a trained actor. He studied voice production for three years at the Barbican in London and has worked with the head of voice from the Royal National Theatre and the Royal Shakespeare Theatre. Steve brings with him over 15 years of training and theatre experience to his workshops and one to one coaching sessions.

Steve is a certified Neuro Linguistic Programming (NLP) practitioner, Chartered Institute of Personnel and Development qualified and a member of the British Actors Equity Association.

Ralph N.



Highly experienced NLP & Communication Trainer

Official Profile: <http://www.expertbase.org/552>

Experience	20+ years
Age Group	51-55

Travels from	Leeds, UK
Nationality	British

Ralph is dedicated to improving personal performance in a corporate environment. A training and development professional, with employed experience in large and small companies and self-employed experience with major organisations and SMEs. He is commercially focused, a communicator, motivator, leader and developer of people. His key skills lie in presenting, sales, sales management, coaching, training and development. He is a certified NLP Master Practitioner, is IT literate and fluent in French.

Whether presenting, selling, leading, coaching, or working on the telephone or with groups, Ralph brings a wealth of experience, skill and knowledge, focussed on improving a wide range of communication skills for greater interpersonal effectiveness. His success comes from a blend of classical, robust training processes combined with powerful new accelerated learning technologies.

Ralph is a Master Practitioner in Neuro Linguistic Programming (NLP) and has in excess of ten years experience with organisations ranging from blue-chip companies through to SMEs and business start-ups. He is selected for his reputations for consistently delivering the highest quality communication, change and productivity workshops.

Ralph's clients include:

NatWest Bank , The Post Office , Trafalgar House, Dun & Bradstreet, Pfizer, Merck, Sharp & Dohme (MSD), Nestle Rowntree, Arthur D Little, Glaxo SmithKline (GSK), Reuters, Astra Zeneca, Marriott Hotels and Resorts, Southern Water, Taylor Nelson Sofres (TNS), Janssen, Roche, Bristol-Myers Squibb, Cable & Wireless, Londis, BOC, Mowlem Construction, Forte Hotels, Cunard, Wyeth, Ipsos RSL, Cambridge Consultants, Shire Health International, Analysis, Novartis, NHS Primary Care Trusts, Adelphi Communications, Synovate, Serco, Quintiles, BSKyB, Dartington Trust, Rainbow Holidays, Granada Studios, Land Securities Trillium and The Ritz Hotel

Worked in Countries

UK, USA, Thailand, Singapore, Switzerland, France, Spain, Portugal, Turkey, Hungary, Italy, Germany, Holland, Belgium, Sweden, Ireland, Romania

Specialties

Whether selling, leading, coaching, counselling or working on the telephone or with groups, Ralph brings a wealth of experience, skill and knowledge focussed on improving a wide range of communication skills for greater interpersonal effectiveness. His success comes from a blend of classical, robust training processes combined with powerful new accelerated learning technologies.

With the massive growth in social networking, Ralph also provides social media management services to local businesses and analyses ethical and social questions. By keeping on top of their Twitter, Facebook, Youtube and other social networking accounts, Ralph helps drive traffic to his client's web site and increase sales.

Simon L.



Key Accounts, Sales and Negotiation Trainer
Official Profile: <http://www.expertbase.org/782>

Experience	20+ years
Age Group	51 to 55

Travels from	Ilkley, UK
Nationality	British

Simon has worked as a sales and general management trainer for 20 years, following a successful sales and account management career. He has identified training needs for, and conducted training courses on behalf of, many senior managers from global blue-chip manufacturing and business service companies. Simon has a particular interest in both the management of major sales and major customers. Increasingly, he is training account managers to manage customers successfully on a global basis. In addition, he enjoys working with senior, middle and junior level participants on general management and soft skill training topics.

His training style is highly-participative, involving his audience in exercises and practical sessions as much as possible. Simon is both energetic and passionate and participants report high levels of engagement throughout his courses. Simon has had 20 years of experience as a management trainer, consultant and coach. Before this, he had line management experience as a sales representative, sales manager, marketing executive and strategic account manager with a number of leading UK financial and communications companies. Simon's first degree was in Psychology and he has always been interested and involved in human and management communications issues.

His areas of expertise include communications skills, strategic and key account management, selling skills and negotiation skills. Simon has also conducted many general management, listening and questioning training assignments and is a qualified MBTI practitioner, an approach that he has included on a number of communications skills and management training assignments. Simon has been able to utilise a number of psychological, communications and behavioural profiling instruments into his training projects.

Simon's clients have included:

ABB, Akzo Nobel, Basell Polyolefins, Ciba Speciality Chemicals, Coca-Cola, Hogan, Huntsman Polyurethanes, Microsoft, Nokia, Nordea Bank, Novo Nordisk, Novozymes, Nynas, Roche Vitamins, Sabic, Toyota and Unilever

Peter C.



Business Development Trainer - Writer - Consultant
Official Profile: <http://www.expertbase.org/772>

Experience	20+ years
Age Group	56 to 60

Travels from	Southampton, UK
Nationality	British

Peter, BA BSC, is a consultant, trainer and speaker specializing in business development courses including sales and marketing, management, presentation, negotiation, proposal writing and competency based interviewing skills (CBI) interviewing skills. He is also a specialist in international body language.

He is the author of Body Language at Work which has is sold in twenty two countries and fifteen languages. Peter is Chief Executive of a well known Recruitment Consultancy firm. Formed in 1999 the the company provides recruitment training and support for its 18,000 members. Established 1994 and specializing in business development skills. Trained approximately 22,000 people.

Prior to setting up own company, Peter was group sales and marketing Director and MD of two divisional companies. Peter is well known for his expertise in business development. He is a columnist for many magazines and several national and international newspapers. He is a consultant for the BBC and has appeared on TV and Radio talking about interview techniques and business development.

Peter is also Chief Executive of the Europe's largest recruitment association, The Association of Professional Recruitment Consultants. Formed in 1999 the APRC provides recruitment training and support for its 18,000 members. He has delivered more than 400 interviewing skills courses from basic to advanced, including law and legislation and employment law. He sits on a government committee which looks at reviewing and implementing changes in recruitment and employment law.

Peter has written interviewing skills, presentation skills, and proposal writing courses for the UK government, the BBC, several major banks. He has been on contract to the BBC for many years, to provide support on interviewing, resourcing and employment laws. He has given more than 600 talks on interviewing skills and body language at HR conferences in the UK, USA and Europe.

Clients include:-

Vodafone, Personnel-today, BA, BBC, SkyTV, Intel, HMG, HP, Dell, Business Link, Barclay's, Boots UK, Pfizer, BAE.
Plus more...

Robin K.



Highly experienced Project Management Trainer
Official Profile: <http://www.expertbase.org/687>

Experience	30+ years
Age Group	61 to 65

Travels from	Leyland, UK
Nationality	British

Robin has extensive experience in delivering project management training both generic and for APMP and PMP exam preparation, nationally and globally using both own and proprietary materials. He has carried out training in UK, France, Holland, Norway, Spain, USA, China, Japan, Egypt, Kuwait and United Arab Emirates.

Upon graduating Robin spent the early part of his career in the iron and steel industry working as an Operations Research Scientist. Subsequently he joined the truck industry and developed his project management skills implementing manufacturing resource planning systems (MRP2). After a successful career there he moved into the IT industry with Digital Equipment and managed a great variety of client programmes covering a diverse range of industries and application areas.

He eventually became Head of Project Management Competence for Digital Equipment Corporation within the UK and subsequently held the same position with Compaq Computer Corporation. Part of this role involved rolling out the PMP certification programme. Robin now works as an independent trainer and carries out project management training all over the world. He has written and delivered project management training courses for major UK and global training providers and has also directly delivered to private organisations and to UK Government departments including Ministry of Defence and Ordnance Survey.

In addition Robin works as an Associate Lecturer with the Open University where he tutors post-graduate courses in Project Management and Business Operations.

Robin's related Professional Certifications include:

PMP, Masters In Project Management (Henley UK), MAPM

Robert A.



Practical Solutions for Practical Managers
Official Profile: <http://www.expertbase.org/640>

Experience	15+ years
Age Group	41-45

Travels from	Glasgow, UK
Nationality	British

Robert has over 15 years experience in designing and delivering Management Development solutions in the areas of retail banking, travel, manufacturing and logistics. He has worked as a development consultant and development manager, and also has detailed knowledge of the call and contact centre industry. His development events are enlightening and encourage delegates to view their own development as a constant companion throughout their lives. He provides his audiences with the means to make real, positive change to both themselves and others.

His particular specialism is in the field of executive coaching; brining the best out in people by helping them to identify key blockers to success, and solving the solutions themselves, aided by skillful questioning from the coach. In today's highly pressurised business world, time spent in this area can reap real- time rewards for managers, as their staff are encouraged to use their innate skills and knowledge for the benefit of their businesses.

Allied to this is a detailed knowledge of change, and the impact that this can have on individuals. Have you ever wondered why a carefully- planned change programme has not succeeded as you would wish? The answer lies in whether the change programme has recognised the emotional needs of those effected, or whether it is imply a project plan. This expert will help you to engage your staff, ensuring that the change is a success, and brings the anticipated rewards.

This expert is comfortable presenting to larges and medium sized groups, or engaging individuals in practical, incisive coaching and development sessions.

He is CIPD qualified and a student of the Coaching Academy.

Drew P.



Leadership comes from the person not the position

Official Profile: <http://www.expertbase.org/539>

Experience	35+ years
Age Group	56 - 60

Travels from	Witham, UK
Nationality	Canada

With about 40 years of total coaching experience including sports and business, this facilitator knows the subject of leadership well. Having worked with and for leaders of varying credentials himself, he has used his unique powers of curiosity and observation with leaders to determine what works and what definitely does not. As a sales team leader in two different industries and having practical experience with sales leaders in a number of other situations this presenter draws from a wide base of experiences on the nature and characteristics of successful leadership.

A student of his own work, he has pursued answers to the question of "What makes a leader a great leader?" and through his international work in the many varied industries of his clients, he has determined a path that all may choose, to become all they aspire to be as a leader.

A variety of experiences with leaders in the United States Navy, railroading, medical centers, education & school boards, fire and rescue services, real estate, aviation engineering, training organizations, First Nation organizations, local authorities or city government, manufacturing, pharmaceutical, bottlers & water quality industry, hotel & hospitality, automotive, trucking & transportation, international courier, multi-level & direct sales, petroleum, financial, insurance, forestry, and entrepreneurial organisations provides the very broad basis for his conclusions.

Today, sophisticated people do not need firing up. They need real life information and solutions that inspire them to take action to do more by becoming more. One of the underlying keys to this is the presenter's awareness of, and the ability to work with, and get the best from others. He presents his message through stories, anecdotes, illustrations, and humour. His own inspirational honesty and sincerity drive it home and move people to take that action.

This leader thinks on his feet and through demonstrating many of the principles he teaches, inspires audiences to take action for themselves. He has developed his personal business using the same methods he teaches others, through personal relationships and referrals and through getting results for his clients. Because of the personal impact of his message on his audience, he is often asked back for further engagements and over 95 per cent of his business comes from referrals.

Geoffrey N.



Lean Six Sigma Process Excellence Consultant and Instructor
Official Profile: <http://www.expertbase.org/764>

Experience	35+ years
Age Group	60 - 65

Travels from	Brussels, Belgium
Nationality	British

Geoff is a Six Sigma Master Black Belt and Lean Master with more than 35 years of industry experience applying process improvement tools and methods in both transactional and manufacturing environments.

- » Highly regarded executive consultant and mentor
- » Six Sigma Master Black Belt
- » Experienced Lean facilitator
- » Fluent in English and French

As a Senior Lean Six Sigma Master Consultant Geoff works with senior leaders to:

- undertake organisation assessments,
- support management teams in developing deployment and change management strategies,
- deliver executive, Champion, and Lean Six Sigma Black Belt and Green Belt instruction,
- facilitate Project Selection
- train practitioners in running “kaizen” events

He also provides coaching and mentoring to both leadership teams and practitioners.

BACKGROUND

During the last 10 years, Geoff has led numerous process improvement consulting engagements and Lean Six Sigma assessments, including 40 Kaizen rapid improvement events. He has trained and coached more than 1000 practitioners. Previously Geoff spent 10 years as a Managing Director with quality and P&L responsibility.

EDUCATION / CERTIFICATIONS

Geoff has a diploma in Advanced Management from a Belgian University and a Honours degree in Business (London). He also recently completed a diploma in clinical organisational psychology (cum laude) at INSEAD. He has completed comprehensive Lean Manufacturing and Operational Excellence studies from a combination of sources including the Lean Enterprise Academy and the Crane Company’s leadership development programme.

David E.



Communication Skills Specialist

Official Profile: <http://www.expertbase.org/260>

Experience	20+ years
Age Group	56 - 60

Travels from	Lahti, Finland
Nationality	British

Over 20 years of corporate training experience backed with the practical knowledge and skills obtained from working at middle and senior management level in mixed nationality environments.

David started his career in logistics. He then broadened his sales experience by moving into the financial services sector. After moving to Finland in 1983, David began working in the training sector. He joined an international training company and became the Country Manager.

In 2000, he set up his own communication skill training company and works with training providers and companies worldwide. David's life experience has taught him that he is persistent, enthusiastic, and has a strong desire to achieve the best possible results. His sales and management background provide strong support to the training and help him to relate and identify with the challenges that participants face in their day-to-day work.

Presentation Skills - over 22 years

The training is about combining strong structure with effective visuals. It shows how to construct a persuasive story structure that includes the critical thinking that audiences demand.

Negotiation Skills, Techniques - over 22 years

A straightforward, systematic approach for all types of negotiations. The training focuses on deciding when to negotiate, framing the negotiation, and conducting at the table discussions. It will help with both internal problem solving and external bargaining.

Communication - over 15 years

Influencing and persuading, Building self-esteem and assertiveness, Conflict resolution, Critical thinking, Argumentation skills, Making your point clearly and effectively

Dennis M.



Organisational Improvement Trainer, Coach & Consultant
Official Profile: <http://www.expertbase.org/57>

Experience	25+ years
Age Group	56 - 60

Travels from	Rustington, UK
Nationality	British

Experienced practitioner providing training, coaching and consultancy in Balanced Scorecard, Lean and Lean Six Sigma, Business Process Management, Change Management, and Benefits Management.

Denis has over 25 years experience in managing change and performance improvement in large multi-national organisations both as a senior manager and consultant. Denis established a training, coaching and consultancy business in 2002. The company's aim is to "help organisations make improvement happen so that they reduce costs, reduce timescales and delight their customers". The company offers a range of standard and bespoke courses, and consultancy in the areas of:

- > Balanced Scorecard
- > Lean Thinking
- > Lean Six Sigma
- > Business Process Management
- > Change Management
- > Benefits Management

Dennis has worked in most sectors and clients include:

- The Economist,
 - Hachette Livre Publishing
 - BT and Cable and Wireless
 - Health and Safety Executive
 - Munich Re
 - Lloyds of London
 - Transport for London
 - NHS and NHS Direct
 - Kingston Telecom
 - Environment Agency
 - Two Saints (homeless charity)
- ... and many more

Bill A.



Leadership and Human Resources Consultant
Official Profile: <http://www.expertbase.org/90>

Experience	35+ years
Age Group	56 - 60

Travels from	Edinburgh, UK
Nationality	British

This expert has delivered Project Management training to a number of organisations in UK, Europe and the Far East for the last 5 years as an independent consultant .

Exposed to the role of project manager in the military, Bill has run projects throughout his career in the defence industry and financial services sectors. He has undertaken projects covering areas such as establishing new units, building exhibitions, creating marketing materials including video shoots.

Bill has also managed HR projects including achieving the Investors in People award for a multi-site organisation and the design and implementation of a performance management system supported by competence manuals.

Bill developed his ability to train and consult on the topic as a management consultant within Standard Life. Here, he ran the 3 day programme for internal project managers. During this time he helped develop their Project Guidelines as well as a Project Managers Competence Directory.

Since becoming an independent consultant, Bill has run courses for a wide range of clients including:

Alpha Flight Services, Greater Manchester Police, BAE SYSTEMS, Diageo, Intelligent Finance, and most recently Citibank in Jakarta and Singapore's Housing Development Board in Singapore, FBQHC in Qatar and HBOS group in UK

Bill has over 30 years of leadership and management development experience. He is currently helping people get more done and achieve mind freedom through personal performance planning.

Bill's Specialties:

consulting in leadership, problem solving, creativity, planning, performance & reward systems. Training in management skills, team development, project management, change management and personal organisation.

Gary H.



Professional Skills Development
Official Profile: <http://www.expertbase.org/85>

Experience	30+ years
Age Group	56 - 60

Travels from	Sandleheath, UK
Nationality	British

Gary helps businesses to run better. He has over 30 years in industry and in excess of 20 years of in-depth consultancy & project management experience. He assists businesses to transform their capability and have experience across a wide variety of industry sectors. He has delivered consultancy assignments and training programmes on a world-wide basis and has designed a number of unique approaches to project management, consultancy, training & development.

Gary has over 30 years experience in business spending 8 years as a project manager and 11 years as a consultant with Cap Gemini where he worked on successful change programmes with companies including: British Airways, Rover Group, Mobil Exxon, PPP Healthcare and Barclays.

Over the last 15 years, he has successfully operated at director level, helping define and implement effective business strategies. He has designed, developed and implemented methodologies in the areas of project management, coaching and solution selling. He works as a consultant, trainer and coach with senior management teams to increase business performance. Gary is a customer focused person who is as happy operating in the Board Room as he is with operational level staff. He is a capable General Manager with experience across a wide variety of industry sectors.

Gary has delivered consultancy assignments and training programmes world-wide and has personally designed a number of unique approaches to training & development. He now runs his own consultancy and training company with a team of over 30 consultants.

Today, some of Gary's clients include:

Allianz, Clerical Medical, Esure, Generali International, HBOS, Royal Bank of Scotland, Scandia, Zurich, Weymouth College, Volunteer Development Scotland, Department for Transport, States of Guernsey, Teacher Support Network, Guernsey Training Agency, Dyrberg Kern, Republic of Fritz Hansen, British Airways, Thai Airways, , BT Radianz, Mettoni, Novartis, Marks & Clerk, Solicitors Indemnity Fund, , British American Tobacco, , Capgemini, , DTZ, SEGRO (Slough Estates Group), Broadcast & Media, British Sky Broadcasting, Joshua G2, 141 Worldwide

Tony P.



Internationally recognised Trainer, Consultant, Author

Official Profile: <http://www.expertbase.org/59>

Experience	25+ years
Age Group	50 - 55

Travels from	Northampton, UK
Nationality	British

Tony is an internationally recognised management training and development consultant with higher degrees in behavioural sciences and management development. He has worked on programmes all over the world with organisations from many sectors, including pharmaceuticals, construction, oil and gas, financial services, retailing and airports, County Councils and the Civil Service.

He has held Management Development positions with blue chip organisations in both industry and Higher Education in the UK, namely the pharmaceutical company, SmithKline and Cranfield University.

He is a qualified and registered user for a number of psychometric tests for both mental abilities and personality tests, and has used a number of these tests or inventories on courses to increase self awareness. His main areas of expertise are in the fields of Leadership Development, People and Team Management and Communication Skills. On many qualification courses, he uses an action learning approach, where the emphasis is on both individual learning and organisation outcomes which give a significant return on investment for both parties.

He has published widely on training and development and his latest book, *Developing Effective Training Skills. A Practical Guide to Designing and Delivering Group Training*, was published as a 3rd edition by the Chartered Institute of Personnel and Development (CIPD) in London, in January 2004.

Tony has worked in the USA in 1982-83 in Maine under the Fulbright Exchange Programme; is a Director of a Management Training and Development Consultancy based in England; a visiting Faculty member at a number of European Business Schools on both MBA programmes and post experience courses. In 1991, he was elected to the distinction of Master Teacher within the International Management Centres.

Tony's Specialty:

People Skills, Communication Skills, Leadership, Team Development, Interpersonal Skills and Presentation Skills.

Published author in the field of Training and Development.

Paul B.

MA BA PGCE PGCertODE Chartered FCIPD FCMI FIFL



Project Management, Leadership Development, Soft Skills
Official Profile: <http://www.expertbase.org/300>

Experience	30+ years
Age Group	56 - 60

Travels from	Telford, UK
Nationality	British

Formerly a senior officer in the Royal Air Force, this expert is a highly skilled, competent and versatile freelance training practitioner and personal development facilitator, with proven team leading, problem solving and Project Management skills. An experienced HR manager with knowledge of personnel selection and recruitment processes. A qualified NVQ assessor/verifier and an exceptional trainer who can deliver presentations to a wide range of audiences from basic to advanced levels.

A very competent trainer in a wide range of subject areas using experienced gained in military and civilian life over three decades of involvement in training and development at all levels. Teaches online as an Associate Lecturer with the Open University. Actively involved for many years at local, regional and national executive level with the RAF Association, a major Service charity. Most of Paul's early experience was gained training aircrew and groundcrew in the Royal Air Force. Since leaving the RAF in 2001, he has provided a wide range of bespoke training to a very diverse range of clients at home and in the Gulf region. His aim is to provide affordable bespoke training to any size of organisation.

Paul is heavily involved in the Chartered Institute of Personnel and Development and in 2005 was elected to serve on the Executive Board of Directors of that Institute after completing four years as Chair of the Shropshire and Mid Wales Branch. He is also Secretary of the Shropshire Branch of the Chartered Management Institute.

Specialties:

30+ years experience of all aspects of training, recent activity focuses on project management, leadership/management development, soft skills and wherever possible the use of the Strength Deployment Inventory.

Paul's Clients include:

Abraham-Airey Limited, Abu Dhabi Gas Liquefaction Company, Action 4 Employment (A4E), ADSIS (Alcohol and Drugs Services in Stafford), American University in Richmond, Aspen Training, Bahrain, Aspire Training & Development, Avenues Training, Bahrain Civil Service Bureau, Bahrain Government Organisation for Sport and Youth, Bahrain Telecommunications Company, Bexley Council, Brintons Carpets Limited, Bromford Housing Trust, Bromsgrove Council, Calderdale Council Social Services, Chimera Limited, CJ Associates, Column Nursery Limited, Department for Work and Pensions, Eurosource Associates, General Council for Social Care (Department of Health), General Dynamics, Glaxosmithkline, Halifax, Bank of Scotland, Hatchers Solicitors, Inforica Training, Dubai, Independent Network Club (Shropshire), Intech Training, Dubai, Ironbridge Gorge Museum Trust, Kingston Business Development School Limited, Kuwait Oil (UK) Limited, Loaded Star, Lyreco Limited, MaST International Group, Navy, Army and Air Force Institut, Numark Pharmacy, Origin Resource Management Limited, Oxford Magnet Technology, Partnership Care Limited, Parity Training Limited, Peoples Dispensary for Sick Animals, Quayshelf677 Co Limited, Sales Training International, Sfl-Inspire, Shropshire Partners in Care, Staffordshire Police, Stockport Metropolitan Borough Council, Telford College of Arts and Technology, TexacoTracHeaton Limited, Walford and North Shropshire College

about us

The Knowledge Brokers

- www.TheKnowledgeBrokers.com
- www.ExpertBase.org

Intro

The Knowledge Brokers are a leading Dubai-Head-quartered training and training outsourcing firm which delivers and manages training and consulting projects for some of world's leading companies. We are in the business of brokering trainers and consultants and delivering highly sought-after training and consultancy services of highest standards.

Privately owned and German/Indian managed The Knowledge Brokers were founded in 1999 in Dubai, United Arab Emirates. We maintain strategic offices or representations in Riyadh (KSA), Mumbai (India), Berlin (Germany), Cambridge (UK) and Johannesburg (South Africa).

Services

Our key-services are [Training Outsourcing](#), [In-Company Training](#) and the design and turn-key delivery of [Bespoke Training Academies](#). Our primary markets are the GCC countries. We have extensive working experience in over 20 countries today from a large variety of business sectors.

Clients

ABB | ABN AMRO | Abu Dhabi Commercial Bank (ADCB) | Abu Dhabi Council for Economic Development | Abu Dhabi Crown Prince Court | Abu Dhabi Health Authority (HAAD) | ACWA Power International (KSA) | AIG | Ajmal Perfumes | Al Arabiya News Channel | Al Reyami | Al Rostamani | Al Tayer Group | Al-Rabie - Saudi Arabia | American University in Dubai | Audi Volkswagen Middle East | Bangalore Chamber of Industry and Commerce | Bank Albilad - KSA | Benetton | Big Bus Company | Canon | Capgemini | Carpe Diem International, Germany | Chalhoub Group | Chugoku Paints India Ltd. | Cisco Systems | Citigroup | Cityspace | CLSA - Hong Kong / Mumbai | CNBC TV18 - India | Commerzbank | Continental Can of Saudi Arabia Ltd. | Crown Jeddah Beverage Can Making Co. Ltd | DDF - Dubai Duty Free | DEPA United Group | Department of Economic Development Dubai | Department of Health - Dubai | Deutsche Bank | DFSA - Dubai Financial Services Authority | DIFC - Dubai International Financial Center | Dubai Quality Group | DSS - Dubai Summer Surprises | Du - Emirates Integrated Telecom Company (EITC) | Dubai Customs | Dubai Department of Civil Aviation | Dubai Dept of Tourism & Commerce Marketing | Dubai Holding | Dubai Lands Department | Dubai Maritime City | Dubai Media City | Dubai Ports, Customs and Freezone Corporation | Dubai Properties Group | DuBiotech - Dubai Biotechnology and Research Park | DUCAB - Dubai Cable Company | DWTC - Dubai World Trade Center | Elixir Business Consultancy (KSA) | Emaar Properties PJSC | Emarat | EMC Computer Systems | Emirates International Telecommunications | Eqarat.com | ERAM Events International | Essar Group | Estee Lauder Companies | Etisalat Academy | Etisalat Telecommunication Corporation | Eurokids | Federal Authority for Nuclear Regulation (FANR) UAE | Fonterra | FVC Middle East | GTG - General Trading Group (Qatar) | Gulf Air | Gulf Allied Digital Media - GADM | IDC | IKEA | Imdaad / Dubai World | Impact Proximity | India Retail Forum | Infosys Technologies Ltd. | Inmarsat (UK & UAE) | Intercontinental Hotels | Intermedic (Lebanon) | International Institute of Planning and Management | Istithmar / Leisurecorp | ITC Grand Central Hotel, Mumbai, India | Jawad Business Group (Bahrain) | Johnson & Johnson | Kamal Osman Jamjoom Est. | Kansai Nerolac - India | KLM Royal Dutch Airlines | Knowledge Village - UAE | MahaTransCo - India | Mainland China Restaurants - India | Majan College - Oman | MashreqBank | Mazoon Electricity Company - Oman | MBC Group - Middle East Broadcasting Centre | Mint Organization | Mobily - KSA | Motorola | MS&L - Manning Salvage & Lee | Muscat Electricity Distribution Company | Nasdaq Dubai (prev. DIFX) | Nautilus International Holding Corporation - USA | NBC Universal - Germany / Monaco | Nielsen | Nokia | Oman Chambers of Commerce | OPAL - Oman | Opsys (UAE) | Pacific Controls | PDO - Petroleum Development Oman | Pepsi - Dubai Refreshments | Pfizer | PHD Chamber of Commerce and Industry - India | Planet Pharmacy | PMC KSA | Princeton Academy Mumbai | Pro7Sat. 1 Media - Germany / USA | PSL Limited, India | Safwa Food Operating Company Limited | Quinnox - India | Rabo Financial Services - India | Reckitt Benckiser | Right Track Advertising | Roehlig - Shipping - Forwarding - Airfreight - Germany | Rotary Foundation - India | RTA - Roads and Transport Authority - Dubai | Sabafon - Yemen | SAP Belgium - Luxembourg | Saudi Aramco | Schneider Electric | Sharjah Commerce & Tourism Development Authority | Sharp | Shell - Oman Marketing | Sidvin - India | Solomon Associates - USA | Supreme Foods Group - KSA | Tabreed - District Cooling Services | TATA AIG | TATA Bluescope Steel Limited (India) | TATA Indicom / VSNL - India | TATA Institute of Social Sciences | Tatweer (Dubai) | TECOM Investments | The 41 Club (Dubai) | TORM Shipping | Tunisie Telecom | Tyco Thermal Controls | Unilever - India | University of Warwick / jobs.ac.uk | Vasu Chemicals (India) | Watani - UAE | World Trade Centre Mumbai | Zayed University - Inst. for Technological Innovation | Zee Network - Real Media

[References on request]

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