



CAROLANN PHILIPS

LEAD COURSE DIRECTOR,

ORGANIZATIONAL
DEVELOPMENT COACH

LANGUAGES

English



AWARDS

Best Skills Coach – World HRD
Congress 2017

Outstanding High Performance, and
Organizational Development Coach
- Middle East Training and
Development Congress,
Dubai 2019

AREAS OF EXPERTISE

Executive Coaching & Stakeholder
Centered Coaching

Managerial and Leadership
Behavioral Skills Development

Corporate Etiquette and Protocol

Cultural Diversity and Cross-
Cultural Awareness

Business Communication &
Customer Service

BPO Soft Skills Training

PROFESSIONAL PROFILE

With over 30 years of in-depth experience, Carolann has been constantly working to empower employees of diverse nationalities across Middle East and Asia.

Carolann discovered that she found personal fulfilment in nurturing personal development, and guiding others and herself towards realizing full human potential. Holding a Post Graduate Diploma in Instructional Design, and several commendable professional qualifications - Carolann designs, develops, and delivers co-creative, and authentic learning and coaching solutions.

Carolann's multi-skilled expertise as a coach, facilitator, and consultant, offers her clients an experience that is both content and process focused.

Clients consistently appreciate her results-focused approach, combined with her enthusiastic and personable style. A good listener and problem solver, Carolann possesses vast knowledge across the talent development spectrum.

CERTIFICATIONS

- Professional Certified Coach - ICF
- Global Professional in Human Resources - HR Certification Institute
- Certified Professional in Talent Development - Association for Talent Development
- Certified Management Coach - MGSCC
- Global Leadership Coach – Global Coach Group
- Certified Neuro Linguistic Practitioner Coach
- Certified Organizational Development Coach
- Certified Marshall Goldsmith Stakeholder Centered Coach
- Everything DiSC Certified trainer – Wiley & Sons
- Kirkpatrick Certified Professional – Bronze Level
- Certified Etiquette and Protocol Consultant - Etiquette Survival LLC
- Certified for Competence in Occupational Testing - The British Psychological Society
- Certificate in Teaching English to Speakers of Other Languages - CELTA
- Certified Performance and Competency Developer
- Certified for the Design and Implementation of Assessment and Development Centers
- Post Graduate Diploma in Instructional Design