

# Darshan Singh

MTI's Regional Director for Middle East  
and Africa / International HRD Specialist



- Darshan has a wealth of expertise in human resources development, strategic planning, organization design, facilitating change, recruitment, and performance management.
- A high energy, results orientated human resources, people development professional with over 25 years of international experience in the UK, Europe, South-East Asia, Middle East, and North Africa, across a broad-range of sectors.
- Conscientious and energetic personality with well developed HR, leadership and communication skills enables him to deliver high quality ConsulTraining to build sustainable individual, team and organization capability.

**Passion:** *developing people and organizations to achieve their true potential*

# ConsulTraining is Different

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- ConsulTraining systems will help to improve the people productivity, and business performance in challenging economic times...
- When delivering ConsulTraining we follow a 5 step process:
  1. Needs identification
  2. Solution design & development
  3. Unique delivery style
  4. On-the-job Coaching
  5. Return on investment (ROI)-evaluation and follow-up

# Darshan Singh – Professional Experience

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- MTI Consulting - Regional Director for Middle East and Africa / International HRD Specialist
- Gulf International Bank - Head of HRD, Bahrain, Saudi Arabia, UAE, Lebanon, London & New York
- Bahrain Institute of Banking & Finance (BIBF)- Head of Leadership & Management Learning Centre
- The Coca-Cola Company - Division Human Resources Development Manager, Middle East & North Africa
- Mars Corporation - Training & Development Manager, UK, Europe, Far & Middle East

# Clients Served

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- Mars Corporation - Chocolate, human foods, and pet food - UK, Europe, Far and Middle East and North Africa
- The Coca-Cola Company - 16 countries across Asia, Middle East & North Africa
- Financial Sector- Banks and financial institutions in Bahrain, KSA, Kuwait, Qatar and UAE
- Telecommunication Sector, Batelco and Zain
- Hospitality and Leisure sector- Four Seasons Hotel, and Golf Club Managers Association of Europe
- Manufacturing sector- Alba, Bahrain
- Fast Moving Consumer Goods sector clients in GCC:
  - Masafi UAE, ( number 1 water company )
  - Phillip Morris International ( Marlborough No. 1 Tobacco Brand)
  - Aujan Industries ( Rani, Vimto and Barbican Brands)
  - Nada Dairies ( Milk, Juices and Dairy Products)
  - Majid Al Majid Company ( Real Estate and Food and Confectionery Distribution)
- + many other clients .....

# ConsulTraining Brochure

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A to Z ConsulTraining development programs can be designed , developed and delivered to address the client business needs

# Sample of ConsulTraining Programs

ConsulTraining Programs	Information
<ul style="list-style-type: none"> <li>✓ Assertiveness &amp; Self Confidence               <ul style="list-style-type: none"> <li>▪ Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Body Language               <ul style="list-style-type: none"> <li>▪ Body language is a form of communication, and it needs to be practiced like any other form of communication.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Building High Performing Teams               <ul style="list-style-type: none"> <li>▪ This workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Business Succession Planning               <ul style="list-style-type: none"> <li>▪ The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Call Center Training               <ul style="list-style-type: none"> <li>▪ Call Center Training will allow the employee to enter their work area with confidence that they are equipped to answer questions and overcome objections and ultimately close the deal.</li> </ul> </li> </ul>	<a href="#">Click Here</a>

# ConsulTraining Programs

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<ul style="list-style-type: none"> <li>✓ Change Management               <ul style="list-style-type: none"> <li>▪ This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Coaching and Mentoring               <ul style="list-style-type: none"> <li>▪ This workshop focuses on how to better coach your employees to a higher performance. Coaching is a process of relationship building and setting goals.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Communication Strategies               <ul style="list-style-type: none"> <li>▪ This workshop will help participants understand the different methods of communication and how to make the most of each of them.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Creative Problem Solving               <ul style="list-style-type: none"> <li>▪ This workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Critical Thinking               <ul style="list-style-type: none"> <li>▪ Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge.</li> </ul> </li> </ul>	<a href="#">Click Here</a>

# ConsulTraining Programs

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<ul style="list-style-type: none"> <li>✓ Customer Service               <ul style="list-style-type: none"> <li>▪ This workshop will look at all types of customers and how we can serve them better and improve ourselves in the process.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Employee Motivation               <ul style="list-style-type: none"> <li>▪ This manual is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Human Resource Management               <ul style="list-style-type: none"> <li>▪ As companies modify priorities and operations, human resources functions can move from a dedicated HR role, to that of the manager.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Interpersonal Skills               <ul style="list-style-type: none"> <li>▪ This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Leadership and Influence               <ul style="list-style-type: none"> <li>✓ Leadership is not telling others what to do. Leadership is inspiring others to do what needs to be done. Many people around the world who are in leadership positions are not leaders.</li> </ul> </li> </ul>	<a href="#">Click Here</a>



# ConsulTraining Programs

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<ul style="list-style-type: none"> <li>✓ <b>Manager Management</b> <ul style="list-style-type: none"> <li>▪ Every manager is a different personality type and learns differently. But with some helpful tools and tips, you can help them become great managers that will continue to grow and succeed with their new teams.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ <b>Negotiation Skills</b> <ul style="list-style-type: none"> <li>▪ This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ <b>Overcoming Sales Objections</b> <ul style="list-style-type: none"> <li>▪ Investing in sales objection training will help improve sales and the company's bottom line.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ <b>Performance Management</b> <ul style="list-style-type: none"> <li>▪ It is a strategic approach to ensuring the efficiency and effectiveness of an organization.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ <b>Presentation Skills</b> <ul style="list-style-type: none"> <li>▪ This program can benefit anyone who presents; a trainer, a meeting facilitator, speaker, or seminar discussion leader.</li> </ul> </li> </ul>	<a href="#">Click Here</a>

# ConsulTraining Programs

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<ul style="list-style-type: none"> <li>✓ Sales Fundamentals               <ul style="list-style-type: none"> <li>▪ This workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Supervising Skills               <ul style="list-style-type: none"> <li>▪ This workshop will help supervisors become more efficient.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Time Management               <ul style="list-style-type: none"> <li>▪ Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Train-the-Trainer               <ul style="list-style-type: none"> <li>▪ This workshop will give all types of training tools to help create and deliver engaging, compelling workshops that will encourage trainees to come back for more.</li> </ul> </li> </ul>	<a href="#">Click Here</a>
<ul style="list-style-type: none"> <li>✓ Work-Life Balance               <ul style="list-style-type: none"> <li>▪ Employees who have the tools to balance their professional and personal lives are happier, healthier, and more productive.</li> </ul> </li> </ul>	<a href="#">Click Here</a>



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