

Impactful Facilitator & Performance Management Expert



Highly experienced international trainer with particular strength in leadership development / customer service & Emotional Intelligence

People-Centric the difference that makes the difference in training



Name:
Function:

Languages:
Educational background
Certifications:

Core competencies and specialisations:

Career experience:

Main client assignments:

Martin Bycroft

Executive Facilitator & Performance Management expert

- English
- Bachelor of Business Management (University of Queensland, Australia)
- Licensed practitioner in Neuro Linguistic Programming Accredited by the Society of Neuro Linguistic Programming (Richard Bandler)
- Emotional Intelligence Certification (Dynamic Learning)
- Action Centered Leadership Certification (Adair Leadership Academy)
- Licensed Facilitator The Coloured Brain Facilitator (DC Communications)
- Licensed Facilitator The Hero's Way (DC Communications)
- Licensed Facilitator Power of Teams (DC Communications)
- Currently progressing towards achieving a coaching qualification with ICF.

- Performance Coaching (Feedback & Feedforward)
- Customer Service Training
- Developing Mental Resilience
- Mastering Motivation & Performance
- Performance Management
- Management & Leadership Training / Facilitation
- The Coloured Brain Facilitator

- 12 years international delivery experience: Asia Pacific, America, Europe, Africa, Asia & ME
- 10 years Performance Management and Premium cabin training experience with Emirates Airlines.
- Design & development of extensive leadership programs
- Design and development of Customer Service programs

Client engagements include: Emirates Airlines, ADIA, Aggreko International, ADCB, DP World, Jumeriah Group, Movenpick, NBAD, London Business School, Emaar, and RTA.