

Colette O'Halloran

**Senior Management Associate,
CIPD L&D Specialist & HR Diploma Lecturer, ICF Coach, Six Seconds Practitioner**



Colette is an experienced and qualified ICF Coach, trainer / facilitator with very strong communication and presentation skills, builds relationships easily, and is committed to achieving results. She readily gains a reputation with clients for reliability and an ability to succeed, in spite of challenging conditions. She takes time to understand her clients and their needs, and her preparation is comprehensive. This ensures that when she delivers courses, she is familiar with the culture of the client organization.

Feedback from delegates has consistently demonstrated that learning objectives were not just achieved, but usually exceeded. Follow-up discussions with clients confirmed the effectiveness of the training and its transfer back to the workplace in the form of enhanced performance and engagement.

Colette has been in the Middle East since 2005 working across the Gulf region as Trainer, Coach and Facilitator with organizations from many various business sectors – Finance, Service, Manufacturing, Media and both Public and Private Sectors. During that time, she has developed strong cultural sensitivity and a versatile approach to learning and development.

Ezzeddin Khaled Ahmad

Senior Management Associate

Ezzeddin is a Jordanian national, with over 18 years experience in training and development. He holds a Bachelor degree in Business Administration from Jordan University in Amman, and also completed key executive programs in management and business. Ezzeddin is fluent in spoken and written English and Arabic. His key areas of training expertise are in: Customer Service, Communication Skills, Self & Time Management Public Speaking and Team Development.



Being a Jordanian has given Ezzeddin the advantage of the ability of understanding the Arab culture. He worked successfully with many organizations such as DEWA, Majid Al Futaim Group, Sharjah Customs, Abu Dhabi Media Co., Dubai Land Department, Sharjah Islamic Bank, Emirates NBD and others.

Sharara Al Ali

Senior Management Associate & Certified Training Manager



Sharara has been described as 'an energetic and highly enthusiastic Trainer with a desire to make a difference'. She holds a Bachelor in Economic from Tishreen University in 2000 and a diploma in Human Resources Management from University of Roehampton in 2017. Sharara's mission is to take part in building the learning organisation culture, and to demonstrate the positive correlation between increasing employees' satisfaction using career development and strengthening the commercial effectiveness for the organisation.

Sharara has 23 years of working experience across diverse organisational domains, with significant exposure in customer service, learning, training, coaching, and office management. Sharara has worked successfully with a number of organizations in the Gulf region such as ADNOC, DEWA, ADCB, BOSS, Etisalat, Virgin, Prada, Sharjah International Airport and others.

Al Said El Sayed

Senior Management Associate

Al Said holds a Bachelor in Hotel Management from Helwan University, Cairo, and is a Coach of Neuro Linguistic Programming (NLP), certified by MindBridge, USA. With 28 years' experience in the corporate world, including **21 years' experience in training**, Al Said also delivers executive coaching and group soft skills training courses tailored to the requirements of foreign and local organizations in the Gulf.

His key areas of expertise include sales, leadership and personal development programmes.



Since 2004, Al Said worked successfully with many international clients in the U.A.E., Egypt, Lebanon, Saudi Arabia, Oman, Bahrain, Kuwait and Qatar. Some clients for Al Said's extensive portfolio such as RTA, DEWA, Daman Health Insurance, Aramex, Nissan Automobiles, ADIB, JAFZA, Zahrawi Medical Group, Prometeon Tyre Egypt.