



Felix Fernandes

Learning and Development Consultant

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- Graduate in Economics
- Honors Diploma in Information Management – NIIT

Training Domain

- Soft Skills
- Behavioral
- Selling Skills

Certifications

- Certified NLP Practitioner (Basic)
- Emotional Intelligence
- Speech Craft
- JCI Zone Trainer
- Licentiate
- Forum Theatre
- Consultative Selling

Contact Us

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Profile

Felix Fernandes is an enthusiastic Learning and Development Trainer cum Facilitator with a proven ability to enhance personal and professional skills. His overall experience span of 25 years ranges in IT, Marketing, Sales and Training working with organizations such as TIMMS Corporate, Old Mutual Kotak Mahindra, Bajaj Allianz, Star Union Dai-ichi, etc. to name a few.

The rich exposure of providing end user IT software solutions and support; Providing Strategic Marketing solutions in B2B model; Conducting front-end Sales and leading a team of Sales personnel enabled Felix to seamlessly merge into the field of Training.

Felix has spent over 8 years working as Sales and Product Trainer in the BFSI sector before venturing as an Independent Trainer since Sept'2015.

He specializes in Soft Skills, Behavioral and Selling Skills trainings. The flagship programs being:

- Communication (Communicating with Impact)
- Customer Service (Delight and not just Satisfy)
- Leadership (Being an Idol)
- Sales (The Pull Effect)

Training and Development



Felix has conducted over 500 Training Workshops and trained over 4000 people ranging from Front-line to Senior Management Executives across the country.

He designs and delivers tailor-made Training Workshops after doing a thorough Training Need Identification involving all the stake holders. Depending on the need, the trainings could be held in Classrooms, Outbound, On-The Job, etc.

The Workshops are designed to address different types of learners viz.

- Visual
- Auditory
- Kinesthetic

Industries & Organizations catered to

BFSI

- HDFC Bank
- Bajaj Finserv
- Capital First
- DHFL
- Bank of India
- Union Bank of India
- LIC

IT

- eInfochips

Healthcare

- Columbia Asia Hospital
- Narayana Health

Automobile

- Escorts

Infrastructure

- IRB
- Sterling & Wilson
- AFCONS

Education

- ICAI
- ICSI
- Nirma University
- St. Pauls Sr. Secondary School

Communication

- Reliance

Manufacturing

- Schaeffler FAG
- GHCL

Petroleum

- Essar

The Training Methodology includes combination of:

- Discovery Learning
- Experiential Learning
- Simulations
- Teach Back
- Audio Visuals
- Activities, Role Plays and Games

Felix focuses on "improved thinking" so as to ensure better receptivity towards new learning.

During the session, practical aspects of day to day working takes center stage rather than theory.

The Effectiveness of the Workshops are assessed by either or combination of following Post Training Assessment methods:

- Individual Feedback sessions (Face to face, Telephonic or Video call)
- Feedback through Reporting Authorities
- Post Training Mentoring, etc.

Ideology

Felix strongly believes that:



- Every participant has immense potential waiting to be unleashed. The facilitator just has to tap in the right manner.
- When nurturing environment is provided, not only learning becomes easy, the participants are more than ready to apply new learning in their lives.
- Growth can be achieved only by sharing.

Learning Never Ends, it's a Continuous Process