



CAROLANN PHILIPS

Executive & Organizational Development Coach
Founder of The Coachists™

"To facilitate positive change, and to enable people to tap into their unlimited potential to elevate their lives, is what I wake up to do. E.v.e.r.y.d.a.y!"

AWARDS

- Best Skills Coach – World HRD Congress 2017
- Outstanding High Performance and Organizational Development Coach - Middle East Training and Development Congress, Dubai 2019

SPECIALITIES

- 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

PREVIOUS EMPLOYERS

- Gulf Air
- Bank Muscat

LANGUAGES

- English

INTERESTS

- Reading
- Crosswords
- Purposeless walking

CONTACT

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EXPERIENCE

Carolann first moved to the Sultanate of Oman from India 30 years ago!

Coming from a multi-cultural background, Carolann soon discovered that she found personal fulfilment in nurturing personal development, and guiding others and herself towards realizing full human potential.

In her 30 years of in-depth experience, Carolann has been working to empower employees of diverse nationalities in the Middle East and Asia, who are looking for measurable, exceptional results. She and her team do this by designing, developing, and delivering active, co-creative, and authentic learning and coaching solutions.

Carolann's multi-skilled expertise as a coach, facilitator, and consultant, allows her to offer her clients an experience that is both content focused as well as process focused. Her multi-cultural background enables her to relate with greater ease. She skillfully switches between directive and non-directive methods of supporting, guiding, asking, and challenging to enable her clients achieve fulfilment of personal and professional goals; whilst ensuring sustained changes in behaviors and thinking.

Clients consistently commend her results-focused approach, combined with her enthusiastic and personable style. She is a good listener and problem solver, with in-depth knowledge across the talent development spectrum.

QUALIFICATIONS AND ACCREDITATIONS



Carolann has earned a number of well recognized professional qualifications and accreditations in the field of coaching, talent development, and Human Resources:

- Professional Certified Coach - PCC, International Coaching Federation
- Certified Management Coach
- Global Leadership Coach – Global Coach Group
- Certified Neuro Linguistic Practitioner Coach
- Certified Organizational Development Coach
- Certified Marshall Goldsmith Stakeholder Centered Coach
- Global Professional in Human Resources - GPHR HR Certification Institute
- Certified Professional in Talent Development - Association for Talent Development
- 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
- Bachelor of Arts

- Member of the International Coaching Federation
- Member of the Certified Coaches Alliance
- Member of the International Association of Protocol Consultants and Officers

CLIENTS

Carolann has been professionally associated with business organizations which include:

Bank Muscat, Gulf Air, Oman Air, Haya Water, Oman Oil Marketing Company, Al Maha Ceramics, Public Authority for Electricity and Water (Oman), Oman Power and Water Procurement Company, Majan Electricity Company, Ahli Bank, Gulf Mining Company, Al Madina Insurance Company, Oman Shipping Company, ABB, New India Assurance Company, British Council, to name a few.

TESTIMONIALS

[...] The entire program [Management Development Program] was facilitated by Ms. Carolann Philips. Over a period of 9 months employees engaged in active learning sessions which included various methodologies [...] The program was delivered professionally. We were extremely pleased with the program outcomes. Outstanding feedback was received from our employees. – Mr. Usama Al Barwani, CEO, Al Madina Insurance Company.

“Ms. Philips started as a training provider and has grown into a Human Resource Development Partner. Working with her has enhanced the organization and all those who have interacted with her.” – Ms. Ghaya Al Barwani, Head – Training & Development, Ahlibank SAOG

“My relationship with Carolann started back in 2012 and we are working with her since then! Carolann is to go-to when it comes to Soft Skills & Leadership competencies such as people development. She is our development partner in L&D - Haya Water. We appreciate her depth of knowledge, professionalism and the genuine care and hard work. Carolann is working strategically with us at this phase to measure the ROI and return on expectation and we are learning a lot from her. Wish her success and the best!” – Inshirah Al Harthy, Head of Learning & Development – Haya Water

Carolann, the first time I saw you during one of your sessions at ITC, I admired you and said what a bold, dashing and daring lady is Carolann. The close interaction with you during the convention, I saw a different picture of you – the lady soft, composed, hardworking, painstaking, punctual. The extra mile, the extra step [...] you are just awesome, stunning & unbelievable. [...] – Sita Mahalakshmi, Administrative Officer, ICRISAT

Dear Carolann, Thank you for the wonderful coaching sessions. I have made several positive changes and enhanced my capabilities through the well-structured guidance you provided. I greatly benefitted and owe a lot to you – my coach. I wish you the best in all your endeavors. – Jason Chacko, Sales Manager, Oman Oil Marketing Company

Dear Carolann, we want to take this opportunity to thank you for making the program successful. All the coachees are happy with the program and they will implement what they have learned from the coaching program. We are looking forward to working with you again. – Ms. S. Al Jahdhami, HR Officer, Oman Shipping Company



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CarolannPhilipsOman