

**Farah Merchant - Joseph
Consultant Partner
India**



Farah is an NLP certified Executive Coach and Facilitator with 16 years of industry wide experience in leading and managing projects that involved coaching and conducting workshops on Leadership, Communication and Behavioural Change. She works with Junior-Mid-Senior Management executives in diverse fields such as Hospitality, Event Management, Sales, Workforce Management, Customer Service, Operations, Banking, Retail, Automobiles, IT, Engineering, Training, HR etc.

She has spearheaded and delivered customised coaching programmes and ensures the highest standards of success, quality and customer delight by bringing about tangible change and results for her clients.

Through her 16 years, she has held various roles such as Vice President, Training Manager, Programme Manager, Project Lead, Lead Facilitator, Executive Coach, and has developed a natural fondness and strong foothold in designing and facilitating Behavioural, Communication and Leadership Workshops that cater to the Executive and Mid Level Management employees with batch sizes ranging from 10 to 120 participants.

Having started her career in Operations and Sales, she brings in first hand experience with everyday operations, cultural barriers, has an in depth understanding of the everyday working of a team, the roles and functions of leaders; the constraints, nuances, expectations and challenges that come with it.

She has contributed significant return on investment (ROI) for clients by bringing about transitions, promotions and has created widely used e-learning modules, assessments and annual learning calendars.

She has worked with prestigious & global companies across their regional offices such as Goldman Sachs, EY, Standard Chartered, HP, Northern Trust, ANZ, JLL (Jones Lang Lasalle), Infosys, MindTree, IBM, JP Morgan Chase, Britannia, KPMG, American Express, Mphasis, Unilever, DELL, Iseva, First Source, Mercedes-Benz Research and Development India and VM Ware to name a few.