

# Francis Claudius



Genuine + Professional + Integrity



“ Being Aware of Behavioral Style – DISC ”

## Mr. Francis Claudius

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### Synopsis:

“Why do you behave the way you behave and why do others behave the way they do?” This talk will give you an understanding of your behavioral style and that of others. It will help you accept who you are and be tolerant of other behavioral styles.”

Francis Claudius had worked in large Organization for 23 years in a Learning & Organization Development a Professional Trainer, Facilitator and an In-house Training Consultant. Currently, he is an Associate Trainer, an Associate Lecturer and a Training Consultant.

He holds a Bachelor of Business Administration (BBA), Dip Training & Development (University of Leicester), Cert. in Training Management (PSB), Graduate Dip in Marketing (CIM/UK), Graduate Cert. in Mgt Consultancy (IMC), Dip in Public Speaking (ALCM), Cert IV in Telecommunication Call Centre (Victoria University), Certificate in Assessment & Workplace Training (Victoria University), Higher Computer (BCS-UK. He also a Certified Behavioral Specialist and a Certified Emotional Intelligence Trainer.

He has trained both Junior and Seniors Officers in previous organization. He has also taught several SME Companies in Employability Skills System Modules for the past two years.

Francis has a forte and expertise in conducting the soft skills training programs. The training programs that he had conducted are in areas of Continuous Process Improvement, Personal Effectiveness, Managing Change, Stress Management, Facilitation Skills, Communication Skills, Customer Service, Behavioral Style- DISC Workshop, Making Value Contributions, Working Effectively With Others, Resume Writing, Interviewing Tips & Marketing Yourself, Successful Selling Skills, Employability Skills System (ESS) Modules (Communication & Relationship Management; Problem Solving & Decision Making, Personal Effectiveness, Initiative & Enterprise and Learning & Personal Development ) at Supervisory level and Operation Level and Workforce Skills Qualification (Retail) –Sell Products & Services. He also conducts the Training & Development Module for Diploma Students at PSB.

In his previous organization, he had implemented and conducted the train-the-trainers for CORE training programme. He was also a Certified Continuous Process Improvement Trainer, where he worked closely with the Total Quality Department on process improvement and training, which brought about substantial cost savings in the work processes for the organization. He was also involved in implementing the Management School –Supervisory Programme

He has participated in topics presented in the events of International Association of Master Trainer (IAMT) and had received a Bronze Certificate for being the Best Speaker. He also holds a Competent Leader and Competent Toastmaster Award Toastmasters International. He had delivered talks at People's Association too.