



# Biography of the Training Consultant

## Marc Mitchell

### Qualifications

- 2001 Chartered Institute of Marketing Certification - CIM UK
- 2002 Diploma in Law – University of London, UK
- 2006 B.A. Law - Middlesex University, UK
- 2007 Cambridge University Certificate in Teaching English (CELTA) - British Council, Sri Lanka
- 2014 Institute of Customer Services Coach

### Profile

Marc has been a soft-skills trainer and coach for over a decade, much of this time with the British Council. During this time, he has helped build good relationships with many of our biggest clients.

Before joining the British Council Marc worked in quite diverse fields such as customer services, legal services and education and in a number of different countries.

Besides business communication skills training, Marc also delivers programmes on effective customer services, sales pitches, leadership and is also our in-house Master Trainer for the British Council's Intercultural Fluency product.

**International training experience:** UK, India, Sri Lanka

**Previous clients include:** Intel, Virgin, Hyundai, Sri Lankan Airlines, the UN, Holcim, Harris Rebar, International Labour Organisation, the British High Commission and The International Committee of the Red Cross (ICRC), Sri Lanka Telecom, Commercial Bank, The Sri Lanka Judges' Institute, the Attorney-General's Department, the Legal Draftsman, the Tourist Board, the Ministry of External Affairs, Sri Lanka Accounting and Auditing Standards Monitoring Board (SLAASMB), AAT, IFS, MAS Holdings, Millennium IT, Asmara, Hela Clothing, Hirdiramani Group, Lankaclear, Leapset, Synergen Health, Third Space Global, WSO2 and Logos College.