

## Ravi Khanna

Associate Fellow of the Oxford Leadership Academy



email: [ravi.khanna@oxfordleadership.com](mailto:ravi.khanna@oxfordleadership.com)

**Ravi Khanna is an Associate Fellow of the Oxford Leadership Academy and a leading consultant and executive coach, within the field of customer operations management.**

For the last 15 years he has transformed the leadership styles and performance of contact centre management teams within the telecommunications, financial services and not-for-profit sectors, and now combines his contact centre consultancy expertise with executive leadership training and coaching.

Ravi began his career in client service management, before moving into consultancy to help leaders develop the management skills, systems and processes necessary to ensure their customer-facing operations consistently deliver world-class service to consumers and corporate clients alike.

Ravi has been designing and facilitating training interventions for more than 20 years, working particularly in the financial services and telecommunications sectors. Within the arena of leadership development, Ravi has established an expertise in assisting senior executives improve their core competencies relating to performance management, stress management and communication skills.

In 2004 he gained a Diploma in Counselling and Psychotherapy skills, and subsequently added a certification in Coaching Skills from Results Coaching Systems (an ICF Accredited Coach Training Program Provider). This has led Ravi to undertake a more varied portfolio of work in recent years, based around more person-centred interventions including executive and team coaching, inter-personal conflict resolution training and cultural change programmes.

Ravi has a deeply-held belief in the power of human potential, and thrives on facilitating opportunities to help teams and leaders unlock thinking, heighten self-awareness, and then harness energy in order to bring about positive change.

Clients include Britvic, Telefonica O2, N-Power, Telecom Plus, The Prince's Trust, Rover Cars Group, Financial Service Skills Council, Simply Health, Medical Defence Union and Valpak.

Ravi has a First class BA Honours degree in Philosophy from the University of Cardiff, is a certified Strategic Focusing® and Self-Managing Leadership® facilitator.