

9 January 2015

Farah Diba delivered a training course for a number of our support staff. She was professional and engaging throughout the session. Farah insured there was a constant balance of friendliness and ease as well maintaining a level of direction.

Farah was able to tailor the training session to meet the specific needs of the group and factor in the requests for individualised course content. Our aims were met with clear, concise clarity and staff feedback was extremely positive, with comments like

*"Excellent, able to engage in discussion – not just talked too"*

*"Enjoyable, informative, fun and well delivered"*

*"Spoke in a clear voice, interacted with the staff throughout the session. She was informative and bubbly"*

As a trainer delivering parenting courses, she showed her commitment in providing a session that was creative and clearly structured, but at the same time sensitivity handled. The allowance for discussion and feedback added to the whole experience and generated opportunities to reflect and question.

Patricia St Louis  
Coaching and Mentoring Department Manager