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"I will help you find your confidence"

Minocher Patel is a suave communicator though he would prefer to be known as the effective motivator. An educator and trainer of international repute, his training programmes on business etiquette, presentation skills and international cultural sensitivity are eagerly lapped up by an international audience. *City Times* caught up with him between sessions at a motivational workshop in Hotel Seaview.

What made you a motivator?

In 1988, at age 20 I was chosen to attend a programme called Training the Trainers in Sweden. At the end of the 15-day course, I won the top prize and that gave me a lot of confidence. Then I won a scholarship to Finland for a similar course. That made me take a calculated risk a little later in life and it paid off.

The training programmes you specialise in, what are they?

We specialise in programmes on business etiquette, personal effectiveness, presentation skills, telephone etiquette, international cultural sensitivity, confidence building and self-development programmes. We have programmes both for the corporate as well as student communities.

What is business etiquette?

The world is a global village and a lot of executives get to deal with international clients, so you need to be sensitive to international culture. You should have the right table etiquette, know how to answer the telephone et al. Seventy to 80 per cent of business in the world today is conducted on telephone. You need to possess those skills, the personal grooming, personal hygiene, positive body language.

Don't business schools teach these manners and skills?

Unfortunately not. But on the flip side, management institutes are beginning to understand their importance. Many management institutes invite me to speak and lecture on these topics now. It is a beginning, a positive start.

After every session of motivation and confidence building do you succeed in changing people?

I never claim to change anyone, I will help you find your confidence, make you more aware, open your closed mind. You can only feed a man who's hungry.

Any particular formula behind your success?

I am very passionate about my content and I refuse to put unnecessary jargon and theory into my talks. I build a rapport with my audience and humour is an integral part of building up that rapport.

What should a good trainer have in him?

Good content, good speaking style, well-dressed, great humour, be relevant to the audience, sincere and simplicity.