

Ms. Denise D. Chatoor

Currently Lecturing:

Heriot Watt University | Edinburgh Business School – MBA MSc

- Organisational Behaviour
- Performance Management
- Employee Relations

Academic Profile:

- Heriot Watt University- Master in Business Administration
- University of the West Indies - Mass Media and Communication Arts
- Cipriani Labour College – Labour Management Studies

Training and Development:

- Attended EBS Conference in August 2008 at EBS, Scotland
- SBCS -Lecturer development series - Voice Training and Critical Thinking
- Employers Solution Centre – The progressive forms of discipline
- SBCS – Train the Trainer
- Institute of Business – Customer Relationship Management
- M.A.S. Comm. Ltd. – Public Speaking & presentation
- M.A.S. Comm. Ltd. – Writing Plain English
- LOMA – Leadership Development – Coaching, Counselling & Confronting
- LOMA -Managing the Chaos of Change
- LOMA – Individuals Working Together
- LOMA – Owning your Work
- WACO, Texas – Effective Supervisory Management -
- American Management Association – Key to Effective Management
- American Management Association – Supervisory Management
- Institute of Management & Labour Relations – Industrial Relations today

Experience:

I have experience and knowledge in Training and Development, Administrative and Management Operations, as well as Quality Customer Service, Organisational Behaviour and Strategic Planning.

I have developed, designed and delivered practical short programmes for the Corporate Training Unit, School of Business and Computer Science and have the opportunity to interact with a cross section of the workforce

I have over thirty years of working experience in several types of Industries - Retail, Manufacturing, Leisure, Financial Services and Education, and have held Managerial positions.

I was the Chief Operating Officer at SBCS – an academic partner with EBS- overseeing the operations for the Heriot Watt Masters program as well as several other UK distance learning programs.

Currently I am a Tutor at SBCS for the Master's programs