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## GAURAV ARORA, PCC, ICF

*Executive Coach – Delhi, India*

### Coach's Overview:

Gaurav Arora, is a recipient of the “*Young HR Professional of the Year 2009-10*” by Employer Branding Institute, and is popularly known as GRV. He is a **Professional Certified Coach**, and is currently the **President of ICF Hyderabad Chapter**- The only charter chapter in India and also on the Editorial Board of the ICF Hyderabad Chapter. He is also the **Director - Coaching Council, The Conference Board**. He has facilitated and coached clients from various industries. He is also a host of an online talk show ‘Coaching Matters’ - An exclusive show for the aspiring and credentialed coaches, now available on iTunes. He has had the privilege of interviewing Sir John Whitmore, Janet Harvey, Dr. Damian Goldvarg, Sandy Vilas, Steve Mitten, Jerry Udelson, Darelyn Mitsch, Dianne Brennan, Dr. Ethelle Lord, Dr. Judy Krings, Sue Knight, Teri-E, and many other esteemed guests.

As a facilitator, GRV has been recognised for creating stimulating and interactive learning environments, encouraging participation and individual creativity. A storyteller by heart, he is highly enthusiastic & a go-getter and is known for his high energy levels and contagious positive attitude.

His professional experience includes working in organisations like, **IndiaMart, Kotak Mahindra Bank, EValue Serve and Franklin Covey**. He is a part of the **Global ICF Nominating Committee**, representing seven countries. The Nominating Committee works together to deliver a list of recommended candidates to fill open 2013 Board positions, from the applications of qualified ICF members in good standing who submit nominations for open positions. He has also authored several articles including “*Coaching: Making a Real Difference*”, “*Questioning- An Important Skill in Coaching*” & “*Coaching- An Imperative for Successful Managers*”, “*Contracting- A recipe to successful Coaching*” etc. published in various media including SHRMindia.org.

- Gaurav has 950+ hours of hands on coaching experience with emphasis on performance and executive coaching.
- As an Executive Coach his work is to dismantle whatever barrier’s come up for work-place leaders in fulfilling on their intent.
- He is a business Director, an Executive Coach, change-agent and team facilitator with a wide range of clients, belonging to Government Sector, Retail Industry, Pharma, Banking and Insurance, Information Technology, Service Industry, NGOs. Few of his clients include Titan Industries, Airtel, DLF Pramerica, Levi’s, United Color of Benetton, Coca-Cola, Samsung, Fresenius Kabi, HelpAge India, EIL, Olympus, Ester Industries, Sapient, Moen, to name a few
- Gaurav has strong understanding of behavioural and ontological principles, and a flair for using creative tools and techniques in order to help individuals explore more options and achieve enhanced leadership and performance.

### Representative Client Engagements:

- **A Regional head of one of the most respected Retail Organisation in India.** The Client was struggling with a relationship issue with one of his direct reportees, who was more experienced and aged than him. This often resulted in conflicts between them and affected the productivity of the team. The coaching engagement enabled him to see the issue from a different point of view, give space to the other person and deal with his own inner fears and blocks. This also helped the client and his team to achieve their targets in the subsequent quarter with less conflicts and improved relationships between them.

- **Managing Director of a 500 Crore company** - He was making some losses in his business, which also reflected as frustrations, and challenges in his personal and professional life and was thinking of getting into a new business. Client acknowledges that the coaching sessions, allowed him to think with freedom about issues and potential solutions through in a safe space. These sessions also offered him a sounding board to test and challenge his current strategies, new product development, Business planning and Change management projects. And most importantly, helped him to identify the WHY behind his being in Business - Social Recognition, Financial Freedom, and Entrance Challenges
- **Regional Head, a reputed corporate house in India** - The client had challenges in communication, especially in English language and enhancing his Presentation Skills. This led to loss of his credibility as a leader and also resulted in miscommunication and distrust on many occasions. As a coach, I worked on his Confidence building and enabled him to identify different ways to communicate effectively including listening, identifying preferred communication styles, leveraging the usage of metaphors etc. As a result, the client feels more confident, an improved feedback on his Presentation Skills and better communication with his boss, his peers etc
- Has worked with **National Sales Head**, Sanitary ware to enhance his own performance and his team management capabilities. The client has certain mental blocks, and limiting beliefs which were not letting him go beyond his usual ways of performing and challenge his current ways operating. At the same time, he was facing several challenges in managing his team who came from diverse background. As a coach, my objective was to help him create awareness around his own limiting beliefs and bring on surface some very critical blocks using various direct communication techniques, confrontation, and feedback. As a result, the client could overcome his limiting beliefs, and can take his performance to the next level and could improve his relationships with his team members. During this tenure the client learn the art and science of confrontation, and taking and receiving feedback which helped him to get the maximum from his team members as well
- Has worked as a Team Coach with different organizations
- Has worked with the Regional Heads, and Directors of Electronic Security Company to enhance their effectiveness.
- Imparted training programs across various industries like Telecom, Retail, Engineering, Electronic Security, BFS, as well as non-profits / NGOs at all levels across India.
- Facilitated sessions on Personal and Interpersonal Effectiveness, Behavioral Workshops, Presentation Skills, Team Building, Leadership & Motivation, Coaching Skills Training etc

#### Area of Expertise:

- Personal and Interpersonal Effectiveness
- Communication Skills
- Leadership
- Managerial Development
- Train The Trainer
- Presentation Skills
- Coach Training
- Facilitation Skills
- Consultative Selling Process

#### Client Types/Levels of Experience:

- Junior, Middle & Senior Management

#### Education:

- Post Graduate Diploma in Marketing (PGDM)
- Bachelor of Engineering

#### Industry/Functional Experience:

- Telecom
- Retail
- Electronic Security, and Engineering
- NGO

#### Assessments/Certifications:

- Certified on 4D Systems Leadership and Team Coaching from Dr. Charlie, Author of "How NASA Builds Teams"
- Certified on Team Coaching
- Certified Firewalk Instructor, and Empowerment Coach
- Advanced NLP Practitioner, and a Gestalt Practitioner trained by Dr.

**Professional/Corporate Experience:**

Worked in different Line functions:

- Training Consultant
- Business Development

Richard McHugh

- Facilitation Skills, and Large Scale Integration Process (LSIP), The Kathleen Dannemiller
- Certified on Hogan Assessments

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