Robin Gunawardena

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Work smart. Be prepared. Be professional.

Professional Qualifications and Proficiency

2016	IELTS	British Council	Band 9
2015	CELTA	University of Cambridge/British Council	Pass B
2010-2015	Leadership and Management	Emirates Aviation College Dubai	
2002-2010	Safety and Emergency Procedures/Medical Training/Service and Image	Emirates Aviation College Dubai	

Work experience and Training– Teacher/Trainer

CELTA
Training received: Principal concepts, application and impact
British Council Colombo

Learners and teachers, and the teaching and learning context.	• Understanding **the cultural and linguistic backgrounds** of learners and how this might affect their learning of English. • Understanding **different learning styles** and preferences.
Language analysis and awareness.	• Understanding **key terminology** used in English language teaching and applying this terminology in **planning and teaching.** • Demonstrating a working knowledge of English **grammar, lexis and phonology**.
Language skills: reading, listening, speaking and writing.	• Understanding **basic concepts and terminology** used for describing reading, listening, speaking and writing skills and applying this to teaching. • Understanding how **approaches to texts** may vary depending on the purpose, making practical use of this in teaching.
Planning and resources for different teaching contexts.	• Understanding the purpose and principles of **planning for effective teaching.** • Selecting and planning the kinds of lessons that are **most appropriate for particular learners.** • Evaluating **lesson preparation** and reflecting on this for future planning.
Developing teaching skills and professionalism.	• Effectively **organising the classroom,** both in terms of layout and pair/group activities. • Making appropriate use of a range of **materials and resources.** • Involving learners of **different ability levels**, enabling them to feel a sense of progress.

Talk English
2017-present: Founder/Lead Trainer – Business English and IELTS

British Council
2016-2017: Teacher

Corporate Skills
2016-present: Corporate Trainer

Recent programmes
Language Enhancement and Communication Skills programmes conducted for:
Asia Securities/IQ/EZY Corp/Lanka Clear/Rockland Distilleries/Aitken Spence Travels/Heritance Hotel

Work experience – Professional

Training received: Principal concepts, application and impact (Emirates Aviation College Dubai)

Airline Safety and Security	• Enhancing **observational skills and situational awareness** • Recognising potential threats and dangers • Mastering the application of available tools, processes and procedures
First Response (Medical Emergencies)	• Practical handling of **medical situations** ranging from fainting to cardiac arrest • Use of equipment including diagnostic and defibrillation
Customer Service and Service Recovery	• Fine tuning my own **customer service skills** as well as enhancing those of my team • Using all available resources to 'recover' a dissatisfied customer
Leadership: Professional Knowledge	• Ensuring that I was fully cognisant of all applicable procedures and up-to-date on company **product and branding** enhancements • Being a source of reference for others
Professional Image	• Looking closely at what **behaviour and appearance** characteristics constitute 'professional image' • Applying and encouraging adoption of these characteristics within the workplace
Customer Relationship Management	• Going **beyond expectations** to build a **sustainable relationship** with a broad base of frequent travellers
Facilitating Resources	• Utilising and managing all available resources including my team to create a **customer centric** service environment
Leading the Team	• **Motivating** and developing a **multinational** team using appropriate **management styles** and leading by example
Coaching Techniques and Transactional Analysis	• Adopting the most suitable technique when highlighting **performance development** • Being aware of varying **behavioural traits** and how these affect interaction dynamics
Conflict resolution	• Using various **conflict resolution models** to facilitate mediation during a conflict or to diffuse a potential escalation
Problem solving	• Stepping back, staying calm, **being objective**, considering available resources. • Looking at the complete situation in order to arrive at a beneficial solution • **Anticipating** potential snags and acting on this foresight to avoid unnecessary issues

Positions held:

Emirates Airlines

Purser: 2010 - 2015

Senior Flight Steward: 2006 - 2010

Flight Steward (First, Business, Economy Class): 2002 - 2006

SriLankan Airlines

Leading Steward: 1999 - 2002

Flight Steward: 1991 - 1999