



VERONIKA KNIGHT

Human-Centered Trainer

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ABOUT ME

My work is rooted in one belief: people learn best when they feel seen, understood, and supported.

As a Human-Centered Trainer, I guide individuals and teams through leadership, communication, emotional intelligence, and personal development in a way that feels real and relevant to their daily lives.

I bring global experience from the UAE, Europe, Africa, and Latin America — weaving together knowledge, practical tools, and lived experience.

Every session I deliver has one goal: to create meaningful shifts that lead to lasting behaviour change.

EDUCATION

MASARYK UNIVERSITY

Master in Public Economy
2006-2012, Czechia

TRAIN THE TRAINER

Kew Training Academy
Accredited diploma
2024

THE VERSATILE LEADER

Certified Trainer, ISO 29993
2025

INDUSTRY

- Education
- Telecommunications
- Insurance
- NGO & Youth Development
- Banking

FUNCTIONAL AREAS

- HR & Talent Management
- L&D, Leadership
- Customer & Account Management

HUMAN-CENTERED APPROACH: MY 4 PILLARS



Human connection



Structure & clarity



Practical application & relevance



Lasting change

Training where people feel safe and connected to grow, and confident enough to change.

EXPERIENCE DELIVERED

Leadership

- Al Shomoukh Group (Abu Dhabi) — Situational leadership in workspace
- The Versatile Leader (UAE) - Comprehensive leadership development program
- Corporacion Educativa American School (Colombia) — Leadership, Vision/Mission, Team development
- Abu Dhabi Ports Group (UAE) - GLOW program coaching: Growing Leadership Opportunities for Women

Sales and Customer Centric Service

- Dubai Islamic Bank (UAE) - Customer centric & Need satisfaction selling process, annual project for 1500 bankers
- Dubai Islamic Bank (UAE) - Service with customer centric approach, annual project for 500 Call Center employees
- Novel Insight Property (Dubai) — Relationship-based selling skills
- Westford University (Sharjah) — Customer-Centric skills workshop

Emotional Intelligence & Well-Being

- Emirates airlines - Teambuilding for 250 employees (Dubai)
- Tabreed (UAE) — Emotional intelligence training
- RETURNready (Dubai)- "Mindset is Everything" — Female empowerment workshop
- Good Life Buckets (UAE) - series of workshops on physical & emotional well-being for female empowerment

Cultural Intelligence

- ECCEDU (Dubai) — Multicultural communication (Youth leaders)
- IEEE — Signal Processing Society (Abu Dhabi) — Diversity & Inclusion in multicultural IT industry workshop

