



Drs. Maya Karina Mathias
 trainer | facilitator | teacher | public speaker

SKILLS MATTER.

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Training profile

Maya Mathias (1967) is originally from India, was born in London and grew up in the Netherlands. After earning a Master's degree in Business Administration at the Vrije Universiteit of Amsterdam, she worked for development organizations in America and West Africa and for training and consultancy firms in the Netherlands.

Maya learned the training profession at the renowned training agency 'Circon Group of Companies', where she followed an intensive two year training course for trainers. Circon was one of the first training agencies in the Netherlands to work with professional training actors in management and skills programs.

In 2005 Maya emigrated to Curaçao with her husband and son. Her training assignments on all six islands of the Dutch Caribbean include programs in the field of customer service, professional and personal development, communication, leadership, coaching, teambuilding and dealing with difficult and aggressive behavior.

Clients



Drs. Maya Karina Mathias, Director of Balance Blended Learning

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www.balancecaribbean.com



Training philosophy

Pleasure and growth ipv Enjoyment and self interest: Participants are most motivated to participate in soft skills training programs, when they enjoy the learning process and feel the training will not only benefit their company but also their own professional and personal growth.

Safety and challenge: Participants are most open to new insights when their learning environment is both safe and challenging and when they can experiment freely with new skills and experience the effectiveness of newly acquired skill sets through feedback from others.

Interaction and relatability: Participants relate most positively to training programs when they can share insights and tips and interact with each other. In addition to the theoretical framework, the training should relate directly to their own working environment.

Training programs

Management Skills



Professional Skills



Teambuilding



Using professional training actors in training programs



Catholic School Board



Lions Dive & Beach Resort



Dutch Caribbean Coastguard

Training assignments

Intensive Change Trajectories

Maya frequently plays an active role in change trajectories for organizations and teams. These assignments often concern challenges in the areas of leadership, personnel development, teambuilding or dealing with demanding and aggressive client behavior. These trajectories are always executed in close consultation with management and HR teams and often combine elements of coaching, training and consulting.

Workshops and Training Courses

In addition, Maya offers clients a variety of training products, ranging from workshops to intensive training courses. During these courses she frequently works with multilingual training actors from the Dutch Caribbean to help participants acquire new skills. On request, Maya provides Train-the-Trainer courses for professionals who want to upgrade their training and teaching skills.

Professional Training Actors

Maya has been working with professional training actors since 1993 and has trained her own team of multilingual training actors in the Dutch Caribbean. She has been working with these actors for over 10 years on all islands of the Dutch Caribbean and makes instruction videos in three languages to help professionals acquire modern day working and communication skills.

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Training products

Balance Blended Learning offers the following open and in-house training courses:

Professional skills

- a) Presentation skills
- b) Writing skills
- c) Negotiation skills
- d) Pitching skills
- e) Project Management skills

Management skills

- a) Intercultural skills
- b) Coaching skills
- c) Performance and appraisal skills
- d) Career guidance skills
- e) Strategic skills

Team skills

- a) Conflict management
- b) Strategic goal setting
- c) Team roles and talent exploration
- d) Team development
- e) People and Project management

Communication skills

- a) Feedback skills
- b) Customer-service skills
- c) Sales skills
- d) Advisory skills
- e) General communication skills

Dealing-with-aggression skills

- a) Dealing with aggressive customers
- b) Dealing with conflicts in the workplace
- c) Handling complaints
- d) De-escalating threatening situations
- e) Trauma assistance after aggressive incidents

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