

BRENDAN NOONAN

Former Senior Vice President of Group Learning & Development, Emirates Airline Group

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Topics

- Cities
- Customer Service
- Human Resource
- Leadership
- Teamwork
- Transportation

Brendan Noonan is a Learning & Development veteran who has worked for over 35 years in three of the best organisations in their field. He is a native of Dublin Ireland. He is currently running his own business: Strategic Leadership Consultancy and works with leading organisation across the globe helping them solve business challenges. Brendan has presented at many leading organisations and business universities. He speaks on a number of topics including: Leadership, Introduction and successful implementation of Virtual Reality Training, How future technology is changing business, Customer Service, The Dubai Success Story, The Emirates Airline Story.

Previously he was the Head of Talent Development for the Qatar Airway group, the world's leading 5 star Airline (Skytrax Awards) and was based in Doha, Qatar. He was responsible for the learning and development needs of over 55,000 staff worldwide. He introduced and successfully implemented Virtual Reality Training which resulted in savings to the company of over \$8 million dollars. He also developed and implemented a C-suite programme on Crisis Management – Dealing with the media.

Prior to Qatar Airways he was the Senior Vice President of Group Learning & Development at multi-award winning Emirates Airline Group. He completed 24 years with Emirates based in Dubai. He has travelled extensively and has delivered service training programmes and strategy development programmes for many different airlines, hotels and banks worldwide. His specialist areas have spanned strategic leadership, customer service, airport handling, commercial operations, service recovery and crisis management.

Brendan is a MBA Graduate of the Bradford School of Business UK, he is also a member of the Association of Talent Development USA. He was also a board member of the London Business School – Global Business Consortium for 7 years.

In 2011, he was requested by An Taoiseach (the Prime Minister of Ireland) to participate in a forum with a select group of key Irish business people from across the globe. The objective was to look at options that could help the country develop its GDP and assist the Irish Government in finding solution to its financial crisis. The Irish Government announced at the end of October 2012 that it has achieved all requirements of the IMF and is now a role model for other struggling economies in Europe.

Topics Brendan can cover:

- The Dubai Success Story – how it was and is done.
- The Emirates Story
- The start of Aviation: Wilbur & Orville Wright

- Leadership today

- How Technology is changing the world and the impact on H.R.

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