

Shalini Anand, Senior Faculty – Training, IBS Department, ICFAI University Jaipur

Shalini Anand joined **ICFAI University Jaipur as Senior Faculty – Training in the IBS Department on 22 June 2026**. She is a highly accomplished professional with over **24 years of experience** in soft skills and verbal ability, customer relationship management, counselling, mentoring and coaching, image consultation and styling, with a strong foundation in hospitality management, guest relations, business communication and corporate communication. She has extensive experience in designing and delivering impactful training and development programs for corporate organizations as well as academic institutions.

Her key areas of professional expertise include **Soft Skills Development, Professional Branding & Executive Presence, Personality & Behavioural Development, Team Building & Leadership, Conflict Management & Resolution, Motivation & Performance Enhancement, Interview & Career Readiness, Group Discussion & Assessment Skills, Emotional Intelligence & Self-Awareness, Goal Setting & Personal Effectiveness, Managerial & Corporate Communication, Employability Skills & Industry Readiness, Professional English & Workplace Communication, and Life Skills Development Programmes for Corporates and Universities.**

Her training approach focuses on developing students and professionals with the communication, interpersonal, and behavioral competencies required for academic success, employability, and workplace effectiveness.

She holds an **MBA from Symbiosis** and a master's **degree in English literature**, providing her with a strong academic foundation in management, communication, leadership development, and organizational effectiveness. She is also a certified trainer **and an NLP (neuro-linguistic programming) practitioner**, enabling her to integrate behavioral coaching, effective communication strategies, and mindset transformation into her training methodology. Additionally, she is a **Certified TESOL/TEFL Educator from the American TESOL Institute**, with extensive experience in designing and delivering English language and communication programs for diverse learner groups.

Throughout her professional career, Shalini Anand has worked extensively in the areas of **training, communication, student development, counselling, mentoring, and employability enhancement**. She has contributed to the academic and professional development of learners through programs focused on personality development, communication skills, interview skills, group discussions, leadership, confidence building, and corporate readiness.

She has also served as a visiting faculty member **for ESL and English communication skills at Delhi Skill and Entrepreneurship University**, contributing to the academic growth and communication development of undergraduate students.

Shalini Anand is proficient in digital learning and collaboration platforms, including **Microsoft Teams, Google Meet, Zoom, and PeopleSoft**. She effectively leverages technology to create engaging, interactive, and impactful learning experiences across both virtual and classroom environments.

Her professional vision is centered on **empowering learners through effective communication, behavioral development, confidence building, and industry-oriented skills**. Her passion for life-skills training and learner development drives her commitment to enabling students and professionals to realize competent, their potential and become confident, competent and industry-ready individuals.