



MARTIN KUBLER

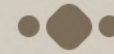
***CLARITY, CHANGE & TRANSFORMATION FOR
LEADERS, TEAMS & ORGANIZATIONS***



WHO I AM



I'm a strategic consultant, trainer, and coach with 30+ years' experience in **hospitality, tourism, marketing, communications, leadership, and change management.**



I help leaders and teams rethink what's not working - and build ***what comes next.***

- I'm an interdisciplinarian - I connect ideas across fields to spark fresh insights and practical ***solutions.***

WHAT SETS ME APART



- ◆ Cross-cultural expertise in **Europe, the Middle East, Africa, and Asia**
- ◆ Ability to simplify complex topics into **practical, actionable frameworks**
- ◆ Experience working with **governments, corporates, SMEs, and startups**
- ◆ Training style that's **engaging, no-fluff, and results-driven**
- ◆ Known for blending strategic depth with humor and storytelling that **makes learning stick**



TRAINING FOCUS AREAS



- ◆ **Innovation & Change Management**
Equipping leaders and teams to adapt, embrace change, and turn ideas into real improvements.
- ◆ **Strategic Management & Leadership**
Driving clarity, alignment, and confident decision-making at every level.
- ◆ **Balanced Scorecard Implementation**
Turning strategy into measurable action through practical performance frameworks.

TRAINING FOCUS AREAS



- ◆ **Frontline Customer Service Excellence**

Creating memorable, loyalty-building customer experiences that go beyond “good enough.”

- ◆ **Corporate Communication & Marketing Alignment**

Helping organizations communicate clearly, consistently, and effectively across teams, stakeholders, and markets.



INTERACTIVE, PRACTICAL, AND BUILT FOR REAL RESULTS



MY APPROACH

- ◆ Participant-driven, tailored to audience & culture
- ◆ Real-world examples, not abstract theory
- ◆ Tools you can apply immediately
 - ◆ Open dialogue and constructive challenge
 - ◆ Flexibility to tackle live issues in the room

PROVEN IMPACT

- ◆ 3,000+ professionals trained in **20+ countries**
- ◆ Clients report measurable improvements in service, alignment, and engagement
 - ◆ Workshops consistently rated **4.8/5 or higher**
 - ◆ Trusted by governments, NGOs, corporates, SMEs, and startups
 - ◆ Experienced across **Europe, Middle East, Africa & Asia**

WORKSHOPS & PROGRAMS



I deliver my own signature programs and also design or adapt workshops for training providers and organizations across all my focus areas.

Examples of Signature Programs

- ◆ **Random Excellence in Customer Service -**
How to turn ordinary interactions into unforgettable moments.
- ◆ **The Strategic Reset -**
Diagnose what's holding you back and create an actionable path forward.
- ◆ **Innovation Labs -**
Practical, creative sessions that turn ideas into implementable pilots.
- ◆ **Leadership Alignment Sprint -**
Get your leadership team on the same page in 2 days or less.
- ◆ **Service Culture Transformation -**
Build a customer-focused culture across your organization.



All workshops are **customizable** for corporate teams, leadership groups, and training providers. I also create **new, tailor-made** programs on request to meet specific organizational or market needs.

CLIENT SNAPSHOTS - WHERE I DELIVERED IMPACT



EMAAR HOSPITALITY GROUP
SOCIAL MEDIA ENGAGEMENT



VODAFONE QATAR
INNOVATION & TECHNOLOGY IN TRAVEL



EMIRATES NBD
ONLINE COMMUNICATION & CUSTOMER SERVICE



ABU DHABI PORTS
FRONTLINE CUSTOMER SERVICE



MTCIT, OMAN
CHANGE MANAGEMENT & ORG. TRANSFORMATION



OCCIDENTAL PETROLEUM
STRATEGIC MANAGEMENT



DEUTSCHE GULF FINANCE
STRATEGIC MANAGEMENT & LEADERSHIP ALIGNMENT



ASFAR (SAUDI ARABIA)
STAKEHOLDER MANAGEMENT & STRATEGIC DEVELOPMENT



CORPLUS
AI FOR LEADERS

WHAT CLIENTS SAY



“Martin delivered an outstanding program - highly engaging, practical, and perfectly tailored to our needs.”

Training Manager, Hospitality Group

“He connects with participants from all backgrounds and makes complex topics simple and actionable.”

HR Director, Telecommunications Sector

“Martin’s workshops are always rated among the highest by our delegates. He brings energy, humor, and real-world expertise.”

Client Services Manager, Global Training Provider

“Martin has impressed me with his knowledge, awareness, solutions, practices, and organisation. He seamlessly combines deep expertise with a sarcastic twist - so you never forget the lessons afterwards.”

Marketing Director, Multi-Platform Network & Talent Management Agency

“Very clear & organised. The interactive exercises were excellent and the real-life scenarios can be applied directly at my work.”

Project Manager, Government

LET'S WORK TOGETHER



CONTACT



*Interested in training, workshops,
or custom programs?*

Book a call [HERE](#).

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AFFILIATIONS



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Sometimes you get to thinking that your problems are peculiar to you and your particular business. Well, perhaps they are, perhaps you are unique, perhaps they threw the mould away when you were made. But chances are that there's only a bit of a difference between your problems and those of others - other unusual persons, I mean, like you. When I was young, I didn't believe any such stuff. When I got older, I discovered that nearly all businesses stew about the same things and that they look for help to others who have been through the stew and have come out alright. The coming out alright is the point.

In another time and place I would have made a great consigliere or grand vizier. Today, I'm a great trainer, consultant, and coach instead. It may not have the same ring to it, but the results are much the same.

