



**GAVIN D'SOUZA**

ORGANIZATIONAL  
EFFECTIVENESS CONSULTANT



— People Agility ... Amplified —

20,000+ PROFESSIONALS

100+ NATIONALITIES

75+ ORGANIZATIONS

20+ COUNTRIES

1 Incredible Growth Experience

## SERVICES

Remarkably skilled in design & delivery of learning solutions, Gavin has successfully assisted businesses align organizational goals to individual aspirations, for diverse audiences across industries and nationalities. Gavin has worked with some of the world's industry leaders, helping transform their culture, build cohesive multi-national teams, and coach C-suite executives.



### PERSONAL EXCELLENCE

*Leadership Development | Sales Management  
Change Agility | Diversity & Inclusion  
Performance Excellence | Conflict Resolution*



### VIRTUAL & LIVE TRAINING PROGRAMS

*Customized | Experiential  
Engaging*



### EXECUTIVE COACHING

*Developing a growth mindset  
Unlocking Limiting Beliefs*

## INDUSTRIES

Technology | Retail | Healthcare | Financial Services | Hospitality | Insurance | Engineering | FinTech | Manufacturing | Oil & Gas | Travel | Chemicals | Utility | Energy | Start Ups



# WHO IS GAVIN

Gavin D'Souza is the founder and principal consultant for Xcellence Plus, a successful and reputable Learning and Development firm with strong global engagements. With extensive experience in organizational effectiveness & people development, Gavin is known for his understanding of cross-cultural nuances and unique ability to build unity between multi-national teams and diverse leaders while transforming a company's culture. Xcellence Plus has successfully designed and solutioned incisive training programs throughout the AMER, EMEA, APAC and ANZ regions for leading companies, such as PayU, Naspers, Unilever, Thomson Reuters, Coca-Cola, PepsiCo, Microsoft, Sage, Enbridge, QBE Insurance, Kimberly-Clark, IQVIA, Freudenberg, Nexans, Nestle, and more.

Beginning his career over 20 years ago within the travel and financial services industries, Gavin grew into Training and Development Management roles with both Carnival Cruise Lines and Royal Caribbean International in Miami, FL, USA before relocating to Dubai, UAE. After 5 years of leading business & people development within the financial services industry, Gavin decided to pursue his passion for people development and organizational effectiveness with a global audience. With the inception of Xcellence Plus in 2012, his consulting services grew rapidly. Identifying North America as a key growth market, with cross border operations, Gavin wanted to bring his understanding of cultures and multinational teams to the region. Realizing this vision he opened the NA division of Xcellence Plus in 2017, where his services are continuing to impact professionals and businesses on a global platform.

Gavin is an inspirational leader with a creative and enthusiastic personality. He resides in Vancouver with his wife and 2 children, and is a self-proclaimed foodie, passionate xenophile, and avid traveler. His journeys have brought great adventures into his life, such as opportunities to skydive, swim with sharks, visit volcanoes and trek glaciers. He also greatly enjoys volunteering within the local community and other international organizations. He holds an MBA, and multiple training certifications, including DDI Facilitator, Krauthammer University, and The Mind Gym's Virtual Coach - Train the Trainer, with more certifications in process.

*Gavin delivered a 3 day high performing team training course for senior sales individuals in the Middle East. His approach was highly motivating and interactive. A few years on and I am still applying a number of tools demonstrated by Gavin. I thoroughly recommend Gavin to deliver specific training for your company's needs. – **Managing Partner, Spain***

*"I had the pleasure to work with Gavin during an executive team intervention project and I highly appreciate the support he gave to our team. Working with Gavin has been a transformative experience. He has clear insights into issues of conflict and helps you understand how to change effectively with results. – **VP of People, Germany***

*"Gavin is a tremendous coach and a great facilitator. He has the ability of managing team dynamics with the right amount of conflict. He knows exactly how and when to trigger the relevant issues and lead stakeholders to actionable plans. It was quite a thrill and an amazing learning experience to go on a journey with him." – **Head of HR, Columbia***

*I had a wonderful opportunity to participate in Continuous Conversations and Leadership Fundamentals training sessions lead by Gavin. Both of the trainings were held in Dubai, UAE where he had engaged with a diverse audience from the Middle East, Europe, Africa, and Asia. I would highly recommend Gavin's consulting services to the companies who want to embrace the leadership and change in their culture. - **Director of Product, Dubai***

*"I had the opportunity to meet Gavin in two Leadership training sessions in Bogotá (Colombia) and New Delhi (India). Since the first workshop, his ability to engage the people with the training goals, not only at the professional but also at the personal level was surprising. Gavin has the experience and knowledge to work in groups with huge diversity, building team collaboration between people from different locations and cultures and involving people until confronted with themselves - **Global Product Head, Brazil***

*Gavin is an engaging and highly skilled facilitator of adult learning programs. He communicates well with participants and product owners. He allows learners to explore theories and concepts & pulls learning from participants - **Learning Visionary, Canada***

*I was fortunate enough to attend the Global Emerging Leaders programme sponsored by the Global Company Naspers, hosted in South Africa. Gavin lead the sessions challenging senior leaders across the telecommunications, digital, e-commerce and pay tv companies within the group. His approach to encourage a broader way of thinking was unique. I remain grateful for this opportunity. **Head of Pricing & BI, South Africa***

*Gavin is a remarkable coach and trainer. I have worked with several trainers over the last three months to help develop a large sales team, and Gavin was a step above. **CRM & Sales Leader, USA***