

Kevin James Saunders

Global Learning & Support at Oculus Training

Vancouver, BC, CA

Global Learning & Development Partner

Biography

Kevin James Saunders, is a member of the Global Learning and Development team at Oculus Training Group, a boutique corporate learning company based in Vancouver, Canada. Although he has been known to tell a joke or two...or three, he is not just about a fun time. There is more to this man! He did fill his head with some scholarly tidbits from the College Saint-Charles-Garnier, Memorial University and the University of Quebec. If that wasn't enough, he continues to grow his brain by finishing his Masters Degree in Organizational Change from the University of York St. John. KJ knew that your book-smarts only benefit you when put into practice! That is why he gained practical work experience in Human Resources, Marketing, Hotel Sales, and Operations. We wouldn't want to brag too much, but he has worked with such companies as Mercedes-Benz, Pan Pacific Hotels, Fairmont Hotels, DevSisters, Gannett, SPCA, Atlific, LeadPages, Delta Hotels, ADT Security, to name a few. Plus, he has conducted and helped design thousands of training sessions throughout his career. (That does sound like bragging, doesn't it?)

Availability

Moderator, Workshop, Corporate Training

Industry Expertise

Program Development, Corporate Training, Corporate Leadership, Training and Development, Hospitality, Hotels and Resorts, Human Resources, Professional Training and Coaching

Areas of Expertise

Hotel and Resort Training, Sensitivity Training, Bullying and Harassment, Training & Development, Human and Organizational Development, Sexual Harassment Awareness Training, Cultural Diversity Training, Customer Service Training

Sample Talks

Intent Vs. Perception

People often state that they didn't intend to offend or that they didn't mean to hurt someone. That doesn't change the outcome. It is essential to separate intent from perception. If someone has been hurt, it doesn't matter what your intention was. It matters how the person was left feeling. In this talk, we can discuss accountability, intent, and perception.

Education

York St. John College

Masters Organizational Development

College St Charles Garnier

French

Memorial University of Newfoundland

Science Studies

Université du Québec à Trois-Rivières

French

Testimonials

Natasha Purnell

The training with Oculus had the best engagement levels compared with any other trainings we have had in the past.

Paul Biglore

As a portrait photography company that works with college seniors all across the country, our clients represent perhaps the most diverse client set in the world. Universities, contract with us to create excellent portraits of their students where they look good, relaxed and engaged. They also expect and deserve to have us create these portraits in a way that makes the students always comfortable. And while we have always strived to deliver this to our customers, sometimes, in spite of the substantial efforts we put forth, we fell short. That is when we reached out to Oculus. Oculus has been an amazing resource for us and a real partner in helping us increase awareness and sensitivity in our organization. They created a training program specifically around our needs and helped us to understand better and more successful ways to communicate with our customers. They taught us to discard the "Golden Rule" for the "Platinum Rule", Treat others as they want to be treated. They helped us change our mindset. We used to assume that as long as we didn't intend to offend anyone, that was OK. Our new mindset is to make sure we are consciously aware of the ways to treat people how they want to be treated. As a result of all of this, our customers are happier! We are a better organization, and one that I am very proud of.

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