

Consultant Profile

Suresh Dhawan

Founder and CEO of LEADS Learning and Development Services Sdn. Bhd.

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PROFILE OF CONSULTANT (TTT/0434)



CONSULTANT 1-PAGE PROFILE

Suresh Dhawan *MSP, MMIM, CSMC, MBTI®*, *STRONG®*, *NLP*, *ICAgile*, *LCCH*
Malaysian Speaking Professional
Certified Stress Management Consultant (CSMC) - IACT
Certified Stress Management & Relaxation Facilitator - LCCH
Certified Myers-Briggs® Type Instrument (MBTI) Administrator
Certified STRONG® Interest Inventory (SII) Administrator
Certified Neuro Linguistic Practitioner (NLP) and Time Line Therapy
Certified ICAgile Professional



Suresh Dhawan is the Founder and CEO of LEADS Learning And Development Services Sdn. Bhd. He has been a consultant and international trainer for more than 20 years now. Owing to his passion towards his career, he has been invited to give talks in esteemed institutions like MIM and Monash University, IMU, Taylors University, Sunway University, conduct learning activities for charitable organizations such as the Alzheimer's Disease Foundation (ADFM), Young Woman Christian Association (YWCA), Rotary International and to speak on Radio and Television and talk shows such 'GLOBAL', 'Moving On Two' and Business FM 89.9 on various subjects. His passion for training has given him the opportunity to train across Asia Pacific, namely, the Philippines, India, Indonesia, Singapore, Malaysia, Thailand and Vietnam.

Suresh is an energetic and versatile speaker who is able to conduct programs in both the English and Malay language. He conducts courses strictly in the field of improving performance such as, Problem Solving, Negotiation Skills, Client and Complain Management specific for front line and after sales teams, Team Alignment programs designed for service improvement, team excellence and peak performance. His Interpersonal Development programs focus on human interaction, conflict and communication competencies whereas his Personal Development programs focus on self-empowerment, confidence and enhancing potential. The Leadership programs he conducts focuses on transitioning junior managers to middle management as well middle managers to senior managers.

He is an expert in his field as he conducts his own research, which includes his own interviews, on sight observations and behavioural impact evaluations. He has been involved and led 18 change management projects for merging companies, acquired companies, companies that want to recapture the essence of their corporate values and brand promise, such as the Customer Centricity Project with Siemens Healthcare in 6 countries, Culture Inculcation with MHE Demag in 7 countries, CXP Project with Monash University, UXP Project with F&N, the Beyond Boundaries project with UMW, Humanising Insurance project with Etiqa Insurance, Core Values project with the Boustead Group just to name a few.

A scientist by nature, he develops his own material through continuous research and practical experience. Suresh developed and conducted the first Executive Masters in Business Administration (EMBA) module on Customer Service Strategy at the Open University of Malaysia (OUM).

He has trained more than 100,000 people of all ages and 55 nationalities, in more than 250 large and small organizations. These people rank between Tan Sri's, Datuk's, Chief Executive Officers, Managing Directors, General Managers, Managers, Executives, Supervisors, Secretaries, Front Liners, Field Workers, etc.

He has had the privilege and opportunity to work with organizations like, Accenture Malaysia, Accenture Singapore, UNICEF, UNFPA, UNDP, World Bank, MHE Demag Asia Pacific (Malaysia, Singapore, Australia, Philippines, Indonesia, Vietnam, Thailand), Experian Malaysia, India, Siemens Asia (Malaysia, Singapore, Thailand, Vietnam, India, Philippines), Volvo Trucks Malaysia, Singapore and Indonesia, Continental Tyres, Tetrapak Malaysia, Tetrapak Philippines, Nestle, CSC Malaysia and Singapore, Shell, HPE, Sanofi, Lenovo, British American Tobacco, Maxis, Digi, Maybank Group, UMW Group, Sime Darby Group, Great Prudential Assurance, MSIG, Bursa Malaysia, Panasonic Malaysia, Flextronics, Monash University Malaysia, Taylors University, IMU, Sunway University, Manipal Medical College, Multimedia Development Corporation, Malakoff Berhad, Perodua, Ambank Group, CIMB Aviva, Public Bank, PLUS Highway, SILK Highway, Permodalan Nasional Berhad, Alcom Berhad, DHL, TNT Logistics, FedEx, GDex, Pantai Medical, Sunway Group, Schneider Electric, Infineon Technologies, Tenaga Nasional and many other reputable organizations. He has an impressive track record of repeat programs due to his emphasis on quality and program customization.

CLIENT TESTIMONIALS

What some of his participants say:

Thank you Suresh. I enjoyed your session very much. Good job. See you again. – Boustead Heavy Industries, Director, Tan Sri Dato Seri Ahmad Ramli.

Suresh your online session was excellent!!!. You did an amazing job. We were engaged all the way. I laughed so much and almost fell off my chair. My team really enjoyed your session. I made sure I attended the session when I found out it was you. Our team always looks forward to your sessions. Online or in class you are just amazing. Thank you so much for this. We really had a lot of fun. – Experian Malaysia, Regional HR Director, Chua Chai Ping.

Great job Suresh. Wow your online session was so fun. You are a natural. I was laughing to myself most of the time. Thank you so much for a highly practical and entertaining session. You can already be a professional virtual trainer/speaker. Take care, stay safe and stay sane. Experian Malaysia, Talent Manager, Evelyn Ooi.

Suresh, I heard that my team enjoyed your online session. Not many of us are in the office so normally it's not so noisy. Today however, we could hear laughter from all corners of the office. Looks like my team really enjoyed your session. Thank you so much. – CEVA Logistics, Head of Human Resources, Tee Siew Lee.

Thank you once again Suresh for that excellent session. I think I speak for the team when I say that you take online training to the next level. I had to open this session to a bigger group because it was you. Your sessions are always engaging and my team is always looking forward to your session. Thank you once again. – Zuellig Pharma, Talent Learning and Development Manager, Suzane Rode.

Thank you so much Suresh. I was actually waiting for the opportunity to meet you again to share with you that since the Stress Management Program 9 months ago; I have not had a single migraine or headache. Like I told you during the class that I used to get migraines almost every week. I followed whatever you said exactly and to my surprise, my life has changed. Thank you so much. – Monash University, Manager, Finance Department, Ms. Ruzlina.

Suresh I must share with you, that after your EQ and wellness program, I disciplined myself and got a few more colleagues to embark on your advise and suggestions. I have lost 8kg is weight, sleep better, look better feel more confident, and my other colleagues have lost between 3 to 5 kg and feel energized. Thank you and best of luck. – Canon-Opto, Executive, Operations Department, Yasmin Yunus.

Thank you Suresh for such an interesting and eye-opening program. In the last 2 days, you very creatively put one main point across, which is "I am in control of my stress". This is something we all probably know, but you made us realize it. That was the difference. The discussions and activities were eye opening. Thank you. – Digi Telecommunications, Supervisor, Operations Department, V. Suthakaran.

Thank you Suresh and team for a wonderful job. This was the first time we have embarked on a session like this. It is long overdue. I am sure everyone will go back eager to share their experience here, with those who could not make it. I will be honest when I say that I was not sure what to expect since we have never done this before. However, you and your team have gone beyond my expectations. The lessons were great and very relevant, especially the way you linked them back to our business. Thank you once again. – AgustaWestland, Head of Region, South-East Asia, Vincenzo Alaimo.

All of the participants are amazed with what you have done. Everyone is happy with the session. Our management team said that it was a really good session and very constructive. We would like to work with you again. Thank you very much for a job well done. – Intertek Group, Marketing and Communications Manager Asia Pacific Region Head Quarters Singapore, Adrian Ho.

Very well done Suresh. It has been a long time since I had so much fun in a training session. Good job. – Royale Bintang Hotels, Managing Director, Datuk Mokhtar.

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You have definitely met our expectations. Thank you for the great job. I feel very good about what has transpired over the 3–days here, and am pleased that you were able to engage us continuously. It was time well spent. You are indeed passionate about what you do. Thank you. – Hitachi Sunway Information Systems Group CEO, Sunway Group Berhad Chief Information Officer, Cheah Kok Hoong.

It was a very good session Suresh, we achieved what we wanted. Good job. It was great to see all my sub-units open up and put things out there. This is a great start for the year. See you again. – Oracle Corporation Malaysia, General Manager (GM) of Sales, Loucas Lou.

Your session was very refreshing. We heard good feedback from other units before attending your session. Even then, it was honestly beyond all our expectations. You gave us a lot of good pointers on what we should and should not do when coaching our subordinates. You also showed us how to coach effectively. You kept us glued with your high energy presentation style and role-play activities. We should do this more often in order to ensure our career counsellors use and improve themselves and to ensure continuity. We will definitely keep building on this partnership with you. – Accenture Singapore, Senior Manager, Deepak. S. Iyer

We really enjoyed your session in Penang last year and this year in Singapore. We will definitely be seeing more of you. Great job. – Accenture Technology Solutions, Singapore, MOE School Cockpit, Manager and Head Counsellor, Jefferson Millama.

I think this is how learning should be done. There was a good mix of work and fun. My team and I have gone through quite a few teambuilding programs in the past, but this tops the list Suresh. I think we all have thoroughly enjoyed ourselves and the lessons were very practical. Our purpose was to revisit and re-launch our core values as the team has matured. This program has definitely achieved those objectives. The activities and the way in which the debriefs were done, brought the values to life and reiterated our theme which was the 'Pursuit for Excellence'. We also got to know each other better and how to work together, especially during the profiling session. Thank you and your team for giving us a great experience. Keep up the good work. – F&N Holdings Berhad, Group IT Head, June Ng.

Thank you for facilitating our strategic planning session in a structured and organized manner. My Japanese counterparts are impressed with your methodology and I think we have come up with some good ideas to focus on in the next financial year. I chose you for this session because I think you have the right approach, methodology and critical thinking mind to manage the session well. Thank you once again. – Tokio Marine Insurance Malaysia, CEO, Dr. Michael Heng.

Thank you for taking the time and initiative to meet up with my people before and after the training session. It was great that you used the information well in the teambuilding exercise with my operations and group leaders. They had a great time, a lot of fun experiences and also a lot of opening up. – Aluminium Company Malaysia (ALCOM), Chief Executive Officer (CEO), S.P. Tan

Suresh I have heard a lot of good things about the training you and your team are conducting. We want you to continue the sessions. – UMW Group Executive Director (ED), Susila Menon.

I must say, you hit the nail right smack in there. I think this was a very well customized program. The session really simulated what is going on in TKDC right now. You have really changed the meaning of G-Day for us. It was a very meaningful session, good and practical lessons to take back. You helped our various training divisions understand each other better. You were able to convey a clear message through fun and exciting activities. You were able to surprise all our trainers as well. Excellent work Suresh. – Toyota Knowledge Development Centre, GM, Head of TKDC.

We have heard a lot of excellent feedback about your training sessions Suresh. We have a benchmark and you definitely meet our criteria. See more of you in the future. – Securities Commission, Training & Development Head, Ms. S. Prema Kumari Nair.

Great job Suresh. It's a really good program, and I think it is time the company started aligning everyone in the same direction. Being in BHPetrol now, formerly BP (British Petroleum), I have gone through the BP alignment process. This is exactly what we went through. You are definitely ready to take on MNC's. You are well equipped. You will have no issues handling global companies. – BHPetrol, Terminal Manager, Jeswant Singh.

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Thanks a lot for the inspiring talk yesterday and you made everyone filled with fun and joy and at the same time sent a deep message as a wake up call. You were just amazing and I am so impressed with your style and delivery. Once again thank you and hope we will keep in touch. – Siemens Malaysia, Human Resource Director, Rahima Ibrahim.

My people still remember your lessons from last year. We remember all the silver bullets you taught us. The session was interesting, fun and insightful. Very practical session. – Siemens Healthcare Philippines, Country Service Manager, Angelito Leal.

We used many of the tips you taught us during the session. My people enjoyed the 2-Days with you. Even though the language was a limitation, they had a great time. – Siemens Healthcare Thailand, Country Service Manager, Thiravat.

Thank you Suresh and your team for an excellent job. Truly a good job. – CSC (Computer Science Corporation) MSS Regional, Vice President, E. Katsidonis.

What I liked most about this course was that the end result was the clear documentation of issues critical to CSC to fix. – CSC, MSS-EUS, Director, Chris Grady.

It was an interesting program as the exercises generated more thought as they were related to the topics discussed. Well done Suresh, this is one of the better workshops I have attended. You exceeded my expectations. CSC, A&D, Director, Ken Heinsmann.

The activities were engaging and fun. Most importantly, it then tied back to real issues we deal with on a daily basis. This is really an amazing program. I really enjoyed myself. – CSC, Asset Management, Senior Regional Manager, Kevin Bernard.

I will be honest, when I say that I thought I was going to be bored for a whole hour, listening to your debrief about the lessons learnt on the first day. But everything you said was head on. It was simply excellent. I will say it was a 5 star session. Truly well done Suresh. – CSC, MSS-GPDE Delivery Excellence Manager, Arron Broadbent.

Excellent job, Suresh. Now my team knows who is who, the scope of what is expected and I am sure they will work better together, especially those from China and Singapore. It was great that we were able to close in on the deliverables of 2012. See you again same time next year. – Computer Science Corporation, CSC Asia Pacific, GM of Enterprise Service Management (ESM) Team, James Ken.

I am very happy with the session Suresh. I am very pleased that my team and I were able to connect deeper and we were able to strategize in a structured manner for year 2012. You helped get my team to focus in the right direction with your questions. The activities you had were very entertaining and your style is energizing. We have made full use of the session, today. – CSC Asia Pacific HR Director, Florence Chan.

Our people just love you Suresh, great job. The news is spreading in the company about your sessions. Keep up the good work. - Computer Science Corporation, CSC Malaysia Human Resource (HR) Director, Dr. Irene Chung.

Thank you very much Suresh for an excellent job. I have always enjoyed your sessions. You have done extremely well this time. I have gotten exactly what I want from my people in this team building program. You were also able to help them bond well, and I can see that I have a great team of people. You made very powerful points during your debriefs that we all need to take back. It has been very interesting and inspiring, Suresh. Great job and well done. – SUNWAY Group Corporate Communications General Manager, Ms. Sharzede.Hj. Salleh Askor

I have been really looking forward to this workshop, because I feel I really need it. The exercises here, really depict the kind of rejections and objections we get from top management and our clients. I know how to use the right approach when persuading and presenting my points now. Thank you. – Malaysia Airports Holdings Berhad, Manager, Baggage Dept. Mr. Bala.

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I like your session very much Suresh. It is very interactive. To be honest with you, I was contemplating coming here today because I had to meet customers. I was not sure how this session was going to go. But honestly you did very well. I enjoyed myself and learnt a lot as well. CHR Michelsen Institute, Sr. Consultant, Ir. Rais Saniman, PhD, KMN.

Suresh I really enjoyed your session today. It is really very good. Had a great time. – Royale Bintang Damansara, GM, Julian Blaydes.

Thank you Suresh for a great job. We have learnt a lot in 3 days. I think if we can follow and practice all that we have learnt here, we can truly realize our goals as a company. The profiling you did with us was fantastic and really allowed us to understand each other better and leverage on our strengths. – MEC, Managing Director, CK Law.

Mr. Suresh, you may not remember me, but I was in your Personal Mastery class. I told myself that I must let you know that you are great. You have changed my life. Thank you. – ALCOM, Executive, Mr. Arif.

Mr. Suresh, thank you so much for the past 3 days. I used the mental techniques you taught me on the first day and it actually worked. I really feel more confident now. I could actually feel the difference in my presentation style and approach during the final assessment. – Malaysia Airports Berhad (MAHB), Senior Executive, Faris Qisit

It was wonderful to have you train us at Siemens Philippines. Thanks a lot for the informative and powerful words. Cheers. – Siemens Healthcare, Philippines, Stella Maris.

Thank you so much for the session. I really enjoyed myself. It was truly very good. – Royale Bintang Kuala Lumpur, Director of Sales, Nurhayati Muhd Yusoff.

It was truly a fun and interactive session. Thank you very much. – CSC, RSC-MSS, Director, William Renaud.

Suresh, you were energetic and made participation so easy and fun. – CSC, MSS Architecture, CTO, Mark Fuller.

It was a fantastic program Suresh. I enjoyed every moment of it. Superb job. – AmInvestment, Compliance Manager, J.Visvanathan.

You have really done a fantastic job. Well done and good luck to you. Ambank Group OD, Gene.

Good job Suresh. Fantastic. I enjoyed myself throughout the program. KFC, Asst. GM, Restaurant Operations & Training, David Lee.

Thank you Suresh for a fantastic job. We learnt very useful skills. It was truly beyond my expectations. You are truly the WOW guy. – Orbit Audio Design Sdn. Bhd., CEO, Adrian Poovendra.

The program was very good, fun and interesting. Everyone had a great time and learnt a great deal through fun. Thanks for the excellent job. Even our Japanese counterparts had a great experience. – Hitachi Malaysia Training and Development Head, Inderjit Singh.

Your program was excellent Suresh. All my guys just loved it. Your learning points were excellent as well. Thank you a lot. Thumbs up. – FedEx Malaysia Operations Manager, Suresh Kumar.

Suresh, I must tell you that this is the best program I have ever attended. You are truly good and give us so much information in an entertaining way. Just too good. I was truly inspired when you shared your personal story. I would have never known that behind such an energetic and cheerful person like you there are so many responsibilities on his shoulders. I realized that sometimes we think our lives are difficult until we hear about others. Thank you so much for all that you have taught us and all that you have shared. I will definitely share this with my family in India. – Siemens, Project Manager, Anil Kapoor Padare.

We thought we chose the best trainer last year until we met you. – Ms. Khor, Box Pak, Subsidiary of Kian Joo Packaging, HR Manager.

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Suresh, we actually have a fan club here for you. Everyone is just waiting for you to come. You are currently the highest scoring trainer we have had in Top Glove. No one has scored above your evaluation scores thus far. Top Glove Bhd, Training and Projects Executive, Shamalli Paneerselvam.

I recommend you to all my HR and Training friends, because you are an energetic trainer. Your customer service program is our largest class. People want to join the class because of you. That is what they tell us. We had to stop registration because it is too big. Siemens Malaysia, HR Sr. Executive, Saridah.

In all honesty mate, you did a great job. Your debrief was fantastic and most of all it was so true. You described exactly what we go through at the office and with the customer. I would say that it was just excellent. Well-done mate. – CSC, MSS Service Delivery Management, Senior Director, Wayne Kline.

Well done. The session was very good. You are a very good trainer. Appreciate it. – CSC, MSS Business Operations, Senior Director, Ricky Tuss.

You are the best trainer I have ever met, and believe me, I have met many trainers. You are really good Suresh. – Top Glove, IT Head, Lee Yan Cuan.

Great job Suresh. You are really good. I went back after the first two days of the program last month and told all my colleagues that this is a perfect training program. You use a very different approach. You engage people very well. The fact that you train Siemens at Regional level proves that you are true quality stuff. Over the many years of working experience, I have gone for quite a number of training programs. Yours was the best. I truly had a wonderful experience. – Siemens Malaysia, Senior Sales Manager, Koh Teck Guan.

You have really been able to get my people to think and play like never before. I am very surprised to see all my operations staff so eager to discuss and reflect on what they have learnt. I am also very impressed after seeing how you changed your role during the outdoor activities to mimic our customers, which really brought out my staff's true colours. Thank you for breaking them and building them again. It was amazing to see, how their spirit became stronger and stronger despite having more and more pressure put on them. I really feel like Sir Alex Ferguson, after Manchester United won the Premier League. This was expensive for us, but very worth it. – Sime Darby Rent A Car, Hertz, GM, En. Izzazi.

Suresh, our people just love your sessions. People can't wait for their turn. Keep up the good work. – DiGi Telecommunications, Learning And Development Manager, Benjamin.

The session was just excellent. Well done to you and your team. A job well done. It was so fun, no doubt we are all so tired but will always remember the lessons and experience here. We will definitely keep in touch. – Royal Selangor, Corporate Sales Division Head, En. Husaini.

I like your candid and frank approach in conducting this course. It was able to help interlocking and sharing as a team. – CSC, MSS-GSS, Senior Security Manager, Pun Ho.

One of the key things I wanted was to get everyone to understand themselves better. The report you provided shed a lot of information on my team and also myself. Now I understand the issues we are having better. I realize my own strengths and weaknesses. I have already recommended you to our talent pool. – ASTRO, Head of Online Astro Promotions, Winner of 11 Industry Awards 2010, and 13 Industry Awards in 2011, Mirza Abid.

This is the best teambuilding I've ever attended. Fantastic Suresh, Inti University College, Manager Administration, Win Sen.

I am happy with the feedback we have been receiving from your Stress Management and Presentation Skill sessions. We have compared your performance with current and previous trainers from the United Kingdom and are proud and pleased to say that you have out performed and out scored them. We find your training method very practical, fun, easy to follow and effective. We also find your training handouts very comprehensive and informative. Well done Suresh. SCOPE International Training Manager, Suzool Fadli.

I really enjoyed the session Suresh. It was very useful, and you brought up underlying principles well. – CSC, MSS-GESM, Regional Director, Ryan Harrington.

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From the bottom of my heart, I have gone for so many teambuilding programs over the past 15 years, and you kept us on our toes throughout the entire program. From the bottom of my heart, you did an excellent job. – Inti University College, Manager, Elizabeth.

Before coming to your 'Success Talk', I felt very down and out. Being a foreigner, I found it very difficult to find a job. I felt bad and de-motivated. However, now I have 8 offers waiting for me and have the problem of choosing the right one. I used the mental techniques you taught us and it really worked. I told my mom, that next to her, you are the most important person in my life. Thanks so much. – Monash University Graduate, Dil Diaz

Mr. Suresh, I had a fantastic time. Not many people wanted to come for this camp, especially on the weekend. However, since my name was put in, I had to sacrifice my family time. Let me say that it was well worth it. Even after 33 years of service, I have learnt a lot. I will go back to the office and tell my boss that everyone should attend your program. If everyone follows the principles in this program, I think we will become very powerful as a company. Thank you very much. – Human Resource & Administration Senior Executive, The STAR Publications Sdn. Bhd. P.Kugna,

This is by far the best camp I have ever attended in my entire career. Mr. Suresh was excellent and was able to convey the message clearly and to the point. I am truly inspired and would recommend that everyone from all levels attend this program. – Engineering, The STAR Publications Sdn. Bhd., Mohd. Faizz

WOW! There was so much I didn't know that, I didn't know. I am so very happy that I decided to come for this workshop. I have learnt so much in this one day that I can't wait to go back and share with my family, especially my son. I am grateful that Metro Homes invited you to speak and train us on the workings of the mind and goal setting. I always wanted to understand myself and the world of people better. Now I have a better understanding. Thank you for a great job. – Metro Homes Sdn. Bhd., Real Estate Agent, Ms. Josephine,

PROGRAMS AND PROJECTS

Among his many accomplishments in various topics:

Problem Solving & Creative Thinking

- Conducted an advance Problem Solving workshop for various divisions in the Sime Darby Group. The program focused on 'Issue Based Problem Solving (IBPS)', which included elements of risk management, decision-making, analytical thinking tools, and Porters 5 factors.
- Conducted an extensive Innovation and Creative thinking workshop for the KIK (Kumpulan Kreatif dan Inovatif) team of the Malaysian Administrative Modernization and Management Planning Unit (MAMPU). It focused on tools and the application of innovation and creativity. The program involved innovation projects, assignments and a follow-up. The follow-up session included several innovations on actual MAMPU systems and processes developed by the participants over a 3-month period. Selected innovations were presented to management for further study.
- Conducted the Skim Latihan Satu Malaysia (SL1M) series of programs for Sime Darby Group Berhad. The series included, problem solving skills, emotional intelligence and creative thinking skills.
- Conducted a 4-Day training and certification program for 43 selected Maktab Rendah Sains Mara (MRSM) teachers on innovation and creativity as part of a nationwide initiative to invoke innovation amongst secondary school students around Malaysia. The 4-day program was part of an extensive 6 month program which included a train the trainer session to certify teachers who would return to their individual schools and train others teachers who would then train 100 selected students. The students would then embark on innovative ideas, which would then be funnelled through a set of criterion before being presented to real world entrepreneurs. The top 5 ideas from more than 2000 ideas were presented at the end of this 6-month program, which was covered by TV3 and closed by Tun Dr. Mahathir Mohammad, the former premier of Malaysia.
- Conducted a program for B.Braun managers centred around managing organizational conflict with creativity
- Conducted a talk on Innovation specially designed for the property development industry for Suncity Berhad.
- Conducted numerous problem solving and creative thinking programs for the DRB-Hicom Group.
- Conducted 2 department focussed problem-solving programs for Hitachi's engineering division. The program focussed on techniques of assessing problem priorities and their solutions.
- Conducted problem solving and analytical skills programs for the Sime Darby Group organised by the Sime Darby Business School.

Customer Service

- Designed and conducted a customer service leaders program for all ASEAN Country Service managers of Siemens Healthcare from Malaysia, Singapore, Thailand, Indonesia, Philippines, Vietnam and India. The first phase focused on Face to Face Customer Service while the second phase focused on addressing service defects in the service delivery process and also on coaching techniques to help managers improve the competency of their service engineers. The program was specially designed to improve the customer's experience at every major customer touch point. The programs were designed with the consideration of customer behaviour and culture in ASEAN countries.
- Designed ,developed and conducted a 1 year customer service culture transformation program called The Client X-perience Campaign (CXP) for Monash University. The campaign included a pre and post

customer satisfaction survey to gauge the improvement in the students service experience. There were 3 core modules, which were customer service , process improvement and leadership programs and followed by assignments and projects for each module respectively.

- Conducted various programs for MSC Expats Service Centre for a period of 10 years to constantly review their customer services standards and practices.
- Conducted a year long customer service improvement program for Hitachi Sunway Data Systems focusing on Customer Service for Front Line , Process Improvement of Customer Touch Points and Leadership for further Customer Service Enhancement.
- Conducted the company wide brand training campaign for the UMW Group to institute the new brand promise of 'Beyond Boundaries'. Proposed and implemented the new telephone greeting and handling system together with the personnel training.
- Conducted a series of experiential Leadership and Character Development programs for the entire central region operations team of Hertz Car Rental. The program focused on ownership of tasks and customer orientation. Participants went through gruelling sessions of hard work, reflection and punishment towards a breaking point before coming out winners.
- Conducted a company wide Customer Service program for the frontline team of Tung Shin Hospital which included the nurses and assistant nurses, pharmacy staff, traditional medicine staff and selected heads of department.
- Conducted a corporate wide internal customer service survey for Primerite Sdn. Bhd. and external customer service survey of their loyal, new and lost customers which became the basis of the corporate wide customer service program. The program report included human resource and training interventions which were later made into corporate policies.
- Conducted an organization wide service improvement plan for MSC Facilitation Services or MFS. The 6-month plan looked at improving various customer touch-points with government agencies and MSC status companies. The core areas identified for improvement were, personnel impression and communication, service delivery and complaint handling, and lastly telephone and written communication. Each area was evaluated with post program initiatives.
- Conducted a 3-day workshop for Computer Science Corporation (CSC) Asia Pacific Regional Team that comprised of Senior Management that manage major accounts such Maybank and Manulife Asia Pacific. Participants (expats and local professionals) ranged from the Vice President, Senior Directors, Directors, Regional Managers and Senior Managers, from the USA, Australia, UK, Hong Kong, Singapore and Malaysia. The program focused on building stronger ties between countries in the region and ironing out issues and penning down tangible actions to be followed up on periodically to improve business processes and the customer's experience.
- Conducted a specialized training session for the Siemens UPTIME Services department to improve call handling and customer service throughout the entire process chain.
- Conducted a customized customer service training program for Bukit Gambang Resort City personnel to change operational service standards into experiential service standards especially for the peak business period. The program analysed the current service defects and allowed participants (department heads and key personnel) to brainstorm and develop easily implementable WOW service behaviours.
- Conducted a talk on Retail Sales and Service for Sime AutoConnexion Sdn. Bhd. which was attended by the Managing Director, Senior Management team and all branch managers across Malaysia.
- Developed and conducts the Executive Masters in Business Administration (EMBA) Customer Service Strategy module for the Open University Malaysia (OUM). The module looks at service process

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improvement and the implementation of an effective service strategy to improve brand image and equity.

- Conducted several customer focus and strategic organizational communication programs for Berhad
- Conducted a Customer Service Program, for MCIS Zurich Berhad front-liners.
- Trained Robert Bosch trainers and service support personnel on customer service. The program focused on handling customer types and improving the service support process.
- Conducted a series of customer service, business writing and verbal communication programs for TNT Express. The program targeted participants from the call centre, those who worked with the customs and also selected departments.
- Delivered a customer service program for the entire Schneider Electric Industries (M) Sdn. Bhd. as one entity and later a teambuilding program after it's acquisition of several organizations. The program was focussed on integrating cultures.
- Trained the entire executive workforce of Alam Flora on customer service which includes the operations, human resource, customer service, administration, finance and logistics personnel for 3 years. They have recently won three crystal awards for customer service.
- Conducted an in-depth interview and subsequent Customer Service program for the entire staff of Negara Properties.
- Conducted a Change and Leadership program for the Customer Service unit of Siemens Healthcare dubbed 'People, Potential, Power'.
- Conducted a Customer Service Program, for MCIS Zurich Berhad front-liners.
- Conducted communication skills, customer service, telephone techniques programs for Sunway Holdings Incorporated Berhad.
- Successfully trained service personnel of STAR-LRT from security guards to counter personnel in a corporate wide customer service upgrade campaign.
- Trained call centre and front counter service personnel of TM-Touch.
- Conducted regional customer service program for the Touch n' Go call centre, service centres and dealerships with emphasis on up grading the service mindset and customer centricity.
- Successfully trained Maxis service personnel for team excellence.
- Trained the Asia Pacific regional team of Shell Shared Services Centre on Diversity and Inclusiveness.
- Conducted a company wide Customer Service program dubbed the 'SILK Way of Service' for Sistem Lingkaran – Lebuhraya Kajang Sdn. Bhd. (SILK) which involved all toll tellers, supervisors, traffic patrol, traffic controllers and security guards.
- Conducted a company wide Customer Service program for the Customer Service Assistants (CSA) of PLUS Berhad.
- Conducted a program on service operation management and complaint handling for the entire workforce of Hotel Sri Petaling. The program identified critical areas for upgrade and complaint categories for further study.
- Trained the top sales performers of UAC Berhad on Business to Business (B2B) customer service.

- Conducted a customer service program for Sunway Shared Services Centre Sdn. Bhd. with emphasis on process reengineering and customer management.
- Conducted a 2 Day Customer Service Workshop for all sales and service personnel of Negara Properties which included a 2 second level evaluation.
- Conducted a nationwide customer service program for the sales and service personnel of Permodalan Nasional Berhad (PNB). Delivered a 2-Year Training plan for selected personnel of PNB.
- Conducted a Customer Service Program for the Human Resource Department of Spansion (KL) Sdn. Bhd. This program was part of their service quality improvement initiative.
- Conducted a tele-service improvement program for the credit collection team of Linguaphone. The program focussed on techniques of encouraging customers to make payment.
- Assessed and trained Infineon Technologies Asia Pacific regional call-centre on tele-service techniques to the US and European markets. The program included pre and post training individual performance report cards for each tele-consultant.
- Conducted an assignment based training program for all the service advisors of Federal Auto Sdn. Bhd, distributors of Volvo Cars Malaysia, on Customer Service Excellence.
- Conducted a Customer Service Program for the Human Resource Department of Spansion (KL) Sdn. Bhd. This program was part of their service quality improvement initiative
- Conducted a nationwide customer service program for the sales and service personnel of Permodalan Nasional Berhad (PNB). Delivered a 2-Year Training plan for selected personnel of PNB.
- Conducted a 2 Day Customer Service Workshop for all sales and service personnel of Negara Properties which included a 2 second level evaluation.
- Trained the top sales performers of UAC Berhad on Business to Business (B2B) customer service
- Conducted a customer service program for Sunway Shared Services Centre Sdn. Bhd. with emphasis on process reengineering and customer management
- Conducted communication skills, customer service, telephone techniques programs for Sunway Holdings Incorporated Berhad.
- Successfully trained service personnel of STAR-LRT from security guards to counter personnel in a corporate wide customer service upgrade campaign.
- Conducted a company wide Customer Service program dubbed the 'SILK Way of Service' for Sistem Lingkaran – Lebuhraya Kajang Sdn. Bhd. (SILK) which involved all toll tellers, supervisors, traffic patrol, traffic controllers and security guards.
- Conducted a company wide Customer Service program for the Customer Service Assistants (CSA) of PLUS Berhad.
- Conducted regional customer service program for the Touch n' Go call centre, service centres and dealerships with emphasis on up grading the service mindset and customer centricity.
- Worked together with the Maxis training department for a monumental event of creating the biggest bamboo logo in Malaysia which was accepted into the Malaysian Book of Records. The feat was

achieved during the annual customer service conference that involved 800 service personnel all at once.

- Conducted a specially designed Customer Responsiveness program for the entire staff of Sunway Group Human Resources to help them identify areas of improvement based on customer feedback and interdepartmental effectiveness. Part of the service was consultation on the development and analysis of the customer service survey form.
- Completed a national branch alignment campaign to boost team commitment and internal customer service of Perodua Sales. Produced a comprehensive report highlighting action plans for departmental issues and implementation datelines together with training recommendations.
- Trained Robert Bosch trainers and service support personnel on customer service. The program focused on handling customer types and improving the service support process.
- Conducted a customer service leaders program for all ASEAN Country Service managers of Siemens Healthcare, held in Ho Chi Minh, Vietnam.
- Delivered a customer service program for the entire Schneider Electric Industries (M) Sdn. Bhd. as one entity and later a teambuilding program after it's acquisition of several organizations. The program was focussed on integrating cultures.
- Conducted an assignment based training program for all the service advisors of Federal Auto Sdn. Bhd, distributors of Volvo Cars Malaysia, on Customer Service Excellence.

Stress Management and Wellness

- Conducted multiple online stress Management programs for Continental Tyres.
- Conducted multiple online stress management programs for Zuellig Pharma.
- Conducted an online stress management programs for the United Nations UNDP-GSSC.
- Conducted an online stress management program for Experian Malaysia.
- Conducted an online stress management programs for 270 Amway employees in one session.
- Conducted an online stress management programs for Talent Corp employees.
- Conducted an online stress management programs for Toyota employees.
- Conducted an online stress management program for Mazda employees.
- Conducted an online stress management programs for Capital Guarantee Corporation (CGC).
- Conducted a series of stress management workshops for the C-Suite and Senior Management of Public Mutual Berhad. Followed by a nationwide series of talks on wellness and longevity for Public Mutual's Mutual Gold or premier account holders with crowds as large as 1300 people in a session.
- Conducted a nationwide Stress Management program for managers and officers of Public Bank Berhad.
- Conducted a Stress and Emotional Intelligence program for Monash University employees.
- Conducted multiple Stress Management programs for the International Medical University (IMU) employees including lecturers.

- Conducted multiple Stress Management programs for the Ministry of Health Research Institute.
- Conducted a series of capacity building workshops for the scholars of Sime Darby Foundation or Yayasan Sime Darby (YSD). The workshops included communication, critical thinking, emotional intelligence and stress management skills.
- Conducted the Executive Development Program series for CIMB Aviva executives throughout Malaysia. The program focused on finding value in their jobs, building self-confidence, boss management, improving influencing power, emotional intelligence, conflict management and stress management.
- Conducted a stress management program for the managers and executives of SCOPE International. Participants from around the region attended this program to look at how they could learn how to perform under pressure and deliver results faster.
- Conducted numerous talks on stress management and wellness for many of Rotary International's clubs in the Klang Valley.
- Conducted a Stress Management program for Maybank Executives and Managers
- Conducted a series of quarterly Stress Management programs for DiGi Telecommunications throughout an 24-month period.
- Conducted numerous 3-Day Stress Management programs for Permodalan Nasional berhad (PNB).
- Conducted a series of wellness programs for employees of LAKU (Lembaga Air Kawasan Utara) Management Sdn. Bhd. in Sibu, Miri and Bintulu Sarawak. The 2-day programs included healthy eating habits, health and fitness measurement exercises, weight management and disease management through food and exercise.
- Delivered a talk on brain health to caregiver members of the Alzheimer's Disease Foundation (ADFM).
- Conducted numerous health and wellness talks for many Rotary International Chapters in Malaysia in collaboration with the Malaysian Association of Professional Speakers.
- Participated as a Keynote speaker in International Conferences in collaboration with Thomwell International for 3 years. Ranked and rated as the top speaker amongst speakers from 10 countries.

Negotiation Skills

- Conducted a 2-day Advanced Negotiation skills program for sales people. The program was customized for the healthcare imaging and diagnostic equipment industry which included negotiation simulations and actual negotiation case studies prepared before the workshop to ensure complete relevance of lessons and techniques to the above mentioned industry.
- Conducted numerous complex negotiation skills programs for Bank Negara Malaysia.
- Conducted numerous negotiation skills program for the Securities Commission of Malaysia to equip them with techniques to negotiate with industry stakeholders, internal departments and other government agencies.
- Conducted Advance Negotiation skills programs for the Directors and Deputy Directors (Ketua Pengarah, Timbalan Pengarah) of the Malaysian Communications And Multimedia Commission (MCMC). The program focussed on techniques to negotiate high complexity negotiations including cross border negotiations.
- Conducted a series of negotiation skills program for the Siemens Group.

- Conducted a highly customized Advanced Negotiation Skills program for National Sales Managers of the Siemens group in Singapore focussing on real multi-million dollar Siemens deals. The customization was made with the CEO of Siemens Healthcare. National Sales managers were from Malaysia, Singapore, India and Sweden.
- Conducted numerous negotiation skills programs for Samsung Malaysia sales, procurement, marketing employees.
- Conducted negotiation skills, business communication skills and presentation skills workshops for PROTON Holdings.
- Conducted country wide Negotiation Skills Program for Tokio Marine Insurance Agents. The program on negotiation techniques, managing rejection and closing techniques.
- Conducted a 2 day program for Executives and Managers Volvo Trucks Malaysia.
- Conducted numerous negotiation skills program for CEVA Logistics.
- Conducted numerous negotiation skills for Top Glove Berhad. The program was highly customized to include methods for remote, cross border negotiations. It included influencing techniques via email and managing price bids and positions to increase margins and reduce costs. The program also focused on managing suppliers and high volume customers.

Leadership

- Conducted a MBTI Leadership Session for the top management of Volvo Trucks Indonesia.
- Conducted leadership program for Getronics Leadership Team which included pre program interviews, as well as post program follow up and assignments.
- Facilitated a one day workshop for the senior management team of Havas Media Group to develop their mission, vision and core values.
- Conducted a customised leadership program for seasoned managers who are in a leadership role for 3- 5 years for Celcom Berhad. The programme focused on core competencies of a senior leader and included leadership dimension survey as well as the Great Leader Impact Assessment which was conducted before and after the program to measure behavioural change and leadership effectiveness. The program also included post program assignments as well as the follow up module focusing on coaching, critical conversations and counselling.
- Conducted a leadership development program for Heads of Departments and Units of Malaysian Petroleum Club which was followed by post program assignment and to measure effectiveness.
- Conducted a 3D2N offsite high impact leadership programme for top management, including group MD, his steering team and key talents of Malaysia Kini Group. The programme involved specifically customised high pressure simulations to push the participants to the edge and make tough but effective decisions for the organization.
- Conducted a Leadership seminar for the Accenture ASEAN Leadership Team hosted by Malaysia and held in Penang. The seminar focussed on leadership development leading under pressure and maintaining staff morale and engagement.
- Conducted a Coaching Bootcamp for the Accenture Singapore Service Division Counsellors (Coaches). The program centred on coaching techniques to allow senior staff to help develop and guide junior staff career development.

- Conducted a Coaching Bootcamp for Career Counsellors of Accenture (ATS) Singapore. The Bootcamp focused on counsellor-counselee trust development, behavioural expectations, conflict origins, and also a structured method of facilitating a counselling or coaching session.
- Conducted a leadership program for the top management of Agusta Westland.
- Conducted a Coaching Training Program for Prometric Sdn Bhd. The program was focused towards upgrading and enhancing the coaching skills sets of Prometric's full time quality coaches. The Program included a pre and post assessment whereby coaches could give direct feedback about their individual coaches within a specific time frame. The program also included a follow up session to assess the effectiveness of the program and identify changes in coaching styles after the program.
- Conducted a Strategic Planning session for the steering leadership team of (TMIM) which involved, the Managing Director and Advisors from Japan, CEO of TMIM Malaysia and Division Chiefs along with the regional sales heads. The session looked at identifying business roadblocks and initiatives to focus on for the next 3 years, 2012 – 2015.
- Conducted two, 1-day leadership workshops for Tetrapak Malaysia and Tetrapak Philippines, in collaboration with the Hay Consulting Group. The program was designed as an assessment centre to assess the competencies of leadership, strategic and critical thinking and teamwork.
- Keynote speaker for CIMB Bank's Annual Sales Conference. Addressed 170 of its top performers and motivated them towards meeting their 2013 sales targets.
- Conducted an extensive managerial skills program for newly promoted managers and assistant managers of Prudential Assurance Malaysia. The program was conducted in a 2+1 Day fashion which included an assignment to be completed within 30 days. The participants completed a 2-day workshop before being given the assignment which was presented on the follow-up day 1 month after the 2-day workshop. Certain participants (selected talents-PRULEAP) were given process and system improvement assignments to stretch them further.
- Conducted a series of experiential Leadership and Character Development programs for the entire central region operations team of Hertz Car Rental. The program focused on ownership of tasks and customer orientation. Participants went through gruelling sessions of hard work, reflection and punishment towards a breaking point before coming out winners.
- Conducted a Leadership Development Program for Managers from various divisions of the Siemens Group. The program focused on managing upwards, downwards, strategic thinking and improving organizational agility and influence. The program included a follow-up program, where by the Managers were assigned special assignment to complete within 2 weeks. The assignments were presented during the follow-up session.
- Conducted a series of leadership development programs for all Alliance Bank Branch Managers across Malaysia. The programs were customized to incorporate the current organizational and structural change that was taking place in the bank.
- Conducted a Team Leader camp for Scomi Oiltools. The program focussed on aspects of leadership, teamwork and people management.
- Conducted a Leadership and Team development program for the talent pool of Astro, MEASAT Broadcast Network Systems.
- Conducted a Leadership and Character Development for GDeX which centred around discipline, ownership, teamwork, interdependence and respect.
- Conducted a Leadership Development Program for Team Leaders of Prudential Asia. The 6-month program was made up of a series of modules. They focused on developing personal leadership competencies, interpersonal skills with subordinates and goal setting.

- Conducted a Change and Leadership program for the Customer Service unit of Siemens Healthcare dubbed 'People, Potential, Power'.

Teambuilding and Team Alignment

- Conducted an intensive team building and alignment program for the United Nations Development Program (UNDP) and UNFPA. The program specifications and reports were highly customized in order to fulfil the requirements of Michelle McDonough, the UNDP Country Representative to Malaysia.
- Conducted team building and vision alignment program for the UNICEF. The program looked at aligning the work culture of the multi-nationality organization with Malaysians.
- Conducted a Teambuilding and personality profiling program for Experian India, in Mumbai and Pune, India. The program looked at how employees could better engage with each other, leverage on strengths and how leaders could better lead their team of diverse personalities for better cohesiveness.
- Conducted a comprehensive 6-month Team Alignment program for Sunway Malls. The program included all Sunway Pyramid, Giza and Carnival Employees. The program focussed on aligning all departments. The outcome was various action plans acted upon in 3 months and changes reported. The program also assisted in shortening processes and boosted team unity and collaboration.
- Conducted a Team alignment program for Sunway Property and Facilities Management Sdn. Bhd. The program focussed on increasing engagement and processes. Action plans were created and worked upon with measurable results.
- Conducted various teambuilding sessions for Hewlett Packard Enterprise (HPE) ranging from Executives to Top Management in Malaysia
- Conducted various teambuilding sessions for Ikano Malaysia and Singapore for all levels.
- Conducted a Team Effectiveness program for Fraser and Neave (F&N) Group IT division. The program was customized to incorporate the launching of their new division core values. The program focussed on experiential activities to bring the values to life and their daily application in the work place.
- Conducted a teambuilding program for the national sales team of Oracle Corporation Malaysia. The program focused on building a bond between different Lines of Business (L.O.B) and since it was the first time different LOBs were involved, the program unearthed various work issues and concerns that stood in the way of productivity and business development. All LOBs came up with actionable items to execute within the year.
- Conducted 2 teambuilding sessions for the entire Credit Administration Department (CAD) of Ambank Berhad. The program involved a pre program interview of 30% of the department across levels to identify actual work, process, relationship and leadership issues. Both sessions produced extensive action plans which were followed up within a month. The CAD team delivered 86% of their initiatives within the agreed timeline.
- Conducted a teambuilding workshop for Malex Medical Asia to align core values, identify current corporate concerns and set the pace for solution creation.
- Conducted a team building event for IDS Medical Malaysia and Singapore. The program focused meeting customer needs, team synergy, creativity and structured thinking to take on the organization's bold strategy for the year.
- Conducted a 3-day team-building workshop for the MEC Group to build stronger bonds and better alignment towards company goals.

PROFILE OF CONSULTANT (TTT/0434)



- Trained the entire Great Eastern Life training department on team building. The program looked at how trainers could improve the quality of training and service they provided to the agents by becoming a more effective and efficient team.
- Conducted a Teambuilding program for Sony Supply Chain Services Malaysia personnel.
- Conducted a Teambuilding program for Sunway Lagoon Club which brought their staff and committee members together. The program objective was to bring these 2 parties closer together and clarify expectations to achieve the club's vision.
- Conducted an Interdepartmental Team Building Session coupled with a 3 month action driven follow up schedule for Dekon Holdings Sdn. Bhd.
- Conducted a 3-day team-building and alignment workshop for Sunway Group Human Resources (GHR) centred around forging closer ties between all units. The program created a platform that allowed GHR personnel to examine how they were perceived as a service provider to the Sunway Group at large. Each unit took the opportunity to pen down actionable items to execute within 45 days of the program.
- Conducted a bonding session between the MSC eXpats division and the Malaysian Immigration Department for the second year running. The session involved the Director of Immigration Malaysia and also representatives from the Ministry of Home Affairs (Kementerian Dalam Negeri, KDN).
- Conducted a teambuilding session for the Astro Online Promotions division. The program focused on understanding how to work with different personalities, team bonding and trust. This program also included a pre course interview (One-on-One with the consultant) and also a follow on issues and concerns within the division.
- Conducted a Teambuilding Program strictly for the Toyota Knowledge Development Centre (TKDC) trainers and support staff. The program was specially designed to help the department adjust to structural changes and outline actions to push Toyota talent initiatives forward.
- Conducted a team building program that focussed on risk and opportunity management for the sales team of DKSH.
- Conducted a team building program to forge closer ties between the academic faculty and sales force of Inti University College.
- Conducted a teambuilding program for all Hitachi managers and senior management from Japan, which focused on improving efficiency and operational leadership.
- Trained a selected team of Infineon Technologies engineers on teambuilding. The program looked at internal collaboration and coordination.
- Conducted a Teambuilding program for Sony Supply Chain Services Malaysia personnel
- Conducted a Teambuilding program for Sunway Lagoon Club which brought their staff and committee members together. The program objective was to bring these 2 parties closer together and clarify expectations to achieve the club's vision.
- Trained a selected team of Infineon Technologies engineers on teambuilding. The program looked at internal collaboration and coordination.
- Lead numerous corporate wide teambuilding programs with emphasis on internal and external customer service and camaraderie, such as, Bank of Tokyo, Bank of America, AmBank Group and others.

- Conducted a teambuilding session for Regional Financial Directors of BASF which included delegates from India, Pakistan, Germany, Australia, Vietnam, Japan, Taiwan, Korea, Malaysia, Indonesia and other countries.
- Conducted Team Building and Leadership sessions for all senior management personnel of Tokio Marine Insurance (Malaysia) Berhad. The participants included all Managers, Branch Managers, Regional Managers, and General Managers, COO and CEO.
- Conducted a Team Building and Motivation session for Nestle's Infant Nutrition Division for their nationwide launch of the new NAN infant nutrition product.
- Delivered a Personal Leadership program for Honda Malaysia call centre agents and Customer Service Department to strengthen them mentally and align their personal vision with that of Honda Malaysia.

Strategic Thinking & Values Ac-culturization

- Facilitated a Strategic Thinking Session for the CSC Enterprise Service Management Division (ESM), which included the Malaysia, Singapore and China offices. The session focused on the ESM division mission development, identification of issues in service delivery and business development and also learning how to deal with various characters in a team. The attendees identified key areas to focus and build on in the financial year 2012.
- Conducted a 2-year Ac-Culturization exercise for the Boustead Group of Companies. The 2-year initiative involves 3 elaborate phases, namely the 'Hearing It', 'Believing It' and 'Living It' phase. The initiative involves training programs to drive through the 4 Boustead Values, Change Agent initiatives, work process improvement and innovation and a 4-dimension (employee engagement, customer satisfaction, leadership by example and change agent innovation) measurement of progress exercise to ensure employees have begun living the values.
- Facilitated a Strategic Thinking Session for the CSC Asia Pacific Human Resource (HR) Division which included Malaysia, Singapore, China, Hong Kong, Vietnam and Japan. The session looked at closing the gaps between HR initiatives and employee engagement. The session revealed country focused issues and areas to focus on at country level and head quarters (Singapore) level for the financial year of 2012.
- Facilitated UNICEF's 5-year plan Strategic Planning Session. The session included pre-work to ascertain the various challenges faced by the UNICEF employees. It also included streamlining and prioritizing the focus areas for the next 5 years of operations in Malaysia.
- Facilitated a Strategic Thinking session for the IKANO ASEAN Leaders. The program was designed for the ASEAN country heads and top management, held in Malaysia and then Singapore. The program outlined and discussed challenges faced in meeting IKANO regional goals as well as the development of solutions for various countries.
- Facilitated a Regional Sales Strategic Planning session for Tokio Marine Insurance. The program included outlining strategies, and solutions for challenges faced by the Malaysian Business and Japanese Business Divisions. The President of Tokio Marine Japan, the Japanese Leadership team, as well as the Malaysian CEO, Dr. Micahel Heng and his Senior Management team took an active part in working with all Regional Sales Heads to come up with action plans.

Personal Mastery & Interpersonal Skills

- Conducted multiple interpersonal skills program for MHE Demag and its regional office employees from Malaysia, Singapore, Philippines, Vietnam, Indonesia and Australia. The program included follow-ups and measured behavioural changes in employees with significant results, to the satisfaction of the superiors.

PROFILE OF CONSULTANT (TTT/0434)



- Conducted a soft skills series for the entire executive team of Alcom Berhad. The first session was attended by the top management, which comprised of the CEO, CFO, Department General Managers and their assistants. Other sessions included managers and team leaders. The program series included personal mastery and interpersonal skills.
- Conducted a series of interpersonal skills, negotiation skills and presentation skill programs for Lenovo Malaysia
- Conducted a personal mastery program for UDA Land Berhad.
- Conducted a keynote motivation session for the entire sales team of Affin Bank Berhad to celebrate their 2010 success and boost them up for the challenges of 2011.
- Conducted an interpersonal skills program that focussed on gaining cooperation, teamwork, relationships and people management skills for the senior and middle management of Box-Pak Sdn. Bhd.
- Trained selected high performers in a Personal Mastery program which is part of the Sunway Group Management Development Program.
- Conducted an interpersonal skills program, cleverly dubbed 'OJ Storm' for the management team of Sunway Property Facilities Management Sdn. Bhd. The program stressed on personal and social awareness in an internal and external environment.
- Conducted a soft skill series for Securities Commission Malaysia. The series included Personal Excellence and Negotiation Skills for Managers and Senior Executives.
- Conducted a Communication Skills & Inculcation of Values program for MHE Demag Asean wide Talent Program. The programs were conducted in Malaysia and Indonesia.
- Conducted a Communication Skills program for MSIG Insurance Berhad.
- Conducted a sales motivation and closing skills program for Affin Islamic salespeople to prepare them to face the challenges of 2011.
- Conducted a personal mastery program for the entire staff of Omnicom Media Group (OMG) which included buyers, planners, top management and executives. The program focussed on improving relationships vertically within the organization; create a sense of belonging to the organization and adoption of behaviours to move forward.
- Conducted an interpersonal skills program for GD Express personnel.
- Delivered a Personal Leadership program for Honda Malaysia call centre agents and Customer Service Department to strengthen them mentally and align their personal vision with that of Honda Malaysia.
- Conducted a talk on interpersonal and email communication skills for the Young Woman Christian Association (YWCA).
- Trained the engineers of Dyson Manufacturing on Communication skills, Business Writing Skills and Presentation Skills which was part of their company wide Personnel Development Plan.
- Trained the Finance, Administration and Human resource personnel of Cubic Electronics Sdn. Bhd. in a specially designed Creativity and Communication Skills program, to enhance their ability and skills in dealing with people.
- Conducted a personal mastery program for all staff of Manipal Medical College JVMC. The program was a continuation to the Team Building program conducted a year earlier. The program focused on getting the staff out the comfort zone and into a new paradigm.

- Conducted an exclusive training program to improve communication and work performance of the accounts and legal personnel of the Securities Commission
- Conducted a series of high-energy motivational talks for CSC that focussed on developing skills for success throughout one's career called, 'Pushing Towards Greater Heights', taking personal ownership called 'I am the CEO of Me', stress management called 'Don't Worry be Happy', positive thinking in health and success called, 'Mission Possible' and relationships at work called, 'In Sickness and in Health.'
- Conducted a high-energy motivational talk for Accenture that focused on personal empowerment, business building skills and community consciousness.
- Conducted a series of interpersonal skills programs for Alliance Bank.
- Conducted numerous Influencing with Impact programs for Bank Negara Malaysia (BNM). The programs were part of the bank's talent development program for Senior Executives and Managers.
- Conducted a series of Interpersonal Skills programs for the supervisors and managers of GD Express Sdn. Bhd (GDex) .
- Delivered a motivational talk to Teradyne Malaysia and Singapore top management and top performers entitled 'Pushing Beyond' to boost them for further growth and excellence.

Presentation Skills

- Conducted a 3-Day presentation skills program for the Top Management of Sunway Group including the Managing Director of Sunway Property Berhad as well as the CEOs of various businesses and their General Managers. The program centred on preparing and delivering convincing presentations to all stakeholders. A private one-on-one coaching session was then included for the MD of Sunway Property Bhd.
- Conducted several extensive 4-Day presentation skills programs for various departments of Malaysian Airport Holdings Berhad (MAHB). The programs focused on elements of persuasion, presentation development and delivery to the senior management teams of various international airports worldwide. Participants were thoroughly assessed and evaluated. Follow-up sessions to assess actual presentation slides and styles were also assessed and evaluated. Each participant was then certified and later qualified in terms of readiness to present internationally to global airport authorities. Those who were not qualified were then given recommendations for further improvement in specific areas.
- Conducted sales presentation skills for Sime Darby Lockton, Insurance Brokers. The program was designed for management and senior management personnel. It looked at methods to enhance business presentation delivery and slide preparation and organization and get the buy in with the top management of clients and their internal top management.
- Conducted a 3-Day technical presentation skills program to all consultants and senior engineers of Siemens Healthineers India. It was a national level initiative that focused on equipping the participants with the ability to convince CEOs and CFOs of all clients and prospective clients. The program was also attended by the All India Head of Operations.
- Conducted a Business Presentation Skills program for executives and managers of Volvo Trucks Malaysia. The program focused on audience engagement and presenter delivery styles.
- Conducted numerous presentation skills and negotiation skills workshops for Top Glove employees.
- Conducted a series of presentation skills programs for Bank Negara specifically focussing on delivery styles to senior management and audience engagement. The programs included individual performance reports and behavioural improvement videos.

- Trained Flextronics supervisors and engineers on presentation skills and technical report writing skills.

Others

- Conducted a 2-Day career development program for Sime Darby Healthcare personnel. The program focused on drawing out a career path for each individual employee and outlining a career action plan for a 3-year time frame. The program leveraged on international career planning tools such as the Strong Interest Inventory® and the Myers-Briggs Type Indicator (MBTI®).
- Conducted a Train-the-Trainer certification program to enhance the on-the-job (OJT) training competency of Siemens In-house trainers. The program included a 1 day assessment of the participants actual training sessions.
- Conducted a 2-Day Technical Conference for Guinness Anchor Berhad's technical division. The conference was aimed at introducing Key Performance Indicators to the line operators. The conference focussed on assessing the previous years performance, communication of year 2007/8 goals and the utilization of TPM as the tool to improve performance.
- Initiated a career development plan for the frontline staff of SILK Highway.
- Engineered vision alignment tools for Maybank Berhad's Vision Alignment Campaign which included training personnel from junior executives to senior managers.
- Conducted a program for B.Braun executives centred around Turning Vision into Reality. The program focussed on the essence of matching organizational vision, mission and values with that of the individual. It also looked at various aspects of inculcating B.Braun's values through team development.
- Conducted a selling enhancement program specially designed for ID Industries. The program included a pre-program mystery shopper initiative.
- Conducted a series of telephone service skills programs for Spanco Sdn. Bhd.
- Conducted a personal empowerment and wellbeing series for Canon-Opto which included a full fledge Wellness Program that successfully reduced up to 5kgs of personal weight and also an Advanced EQ program to enable participants to better manage work pressure and people pressure.
- Delivered a company wide Change Management campaign for Aluminium Corporation Berhad (ALCOM). The program focussed on identifying problems at the shop floor in areas of Machinery, Materials, Man and Methods. Problems uncovered by the shop floor were then escalated to the Group Leaders who then assessed problems with the greatest impact to operations and committed to solutions. These proposed solutions were then escalated to Team Leaders who together with department Managers discussed and approved certain initiatives. The entire campaign included team building, personal development and interpersonal skill programs. Interviews were conducted prior and during milestones to ascertain progress.
- Conducted an internal and external negotiation skills program for the IOI Group
- Conducted a nation wide brand training campaign for Etiqa Insurance and Takaful to institute the new brand promise of 'humanizing insurance' of this merged entity. Etiqa is an entity made up of Mayban Fortis, Takaful Nasional and Malaysia National Insurance (MNI). Conducted all 3 phases of the branding exercise which included the Brand Awareness and Salesmanship program for phase 1, 18 program types collectively for Managers, Executives and Non-Executives throughout an 18 months period for phase 2 for a total of 60 programs and the Brand Internalization program for Managers in phase 3.
- Completed a Train the Trainer workshop for the Top Management team of Sunway Group.
- Keynote speaker for Malaysian Institute of Management (MIM) on Sales and Service.

- Keynote speaker on various topics for Monash University such as Networking, Health and Success Mastery.
- Keynote speaker for Sunway Group on topics such Success Mastery and Health.
- Trained the Finance Shared Service team of British American Tobacco to prepare them for a regional migration project in Australia.

CLIENT LIST

His clients come from various industries. The list below represents the companies he has had the privilege of working with (but not limited to)

A CLOUET AND CO. (K.L.)
ABEAM CONSULTING
ACCENTURE MALAYSIA & SINGAPORE
AFFIN GROUP
AGUSTAWESTLANDS
AJINOMOTO
ALCOM
ALLIANCE BANK
ALZHEIMER'S DISEASE FOUNDATION
AMASSURANCE.
AMBANK GROUP
AMEX
AMPANG PUTERI HOSPITAL
AMWAY
ASIAN FOOTBALL (AFC)
AZMAN HAMZAH PLASTIC
BANK NEGARA MALAYSIA
BANK OF AMERICA
BANK OF TOKYO
BAT ASPAC
BBRAUN
BERJAYA VACATION CLUB
BH INSURANCE
BOUSTEAD HOLDINGS
CELCOM
CEVA LOGISTICS
CIMB BANK
CSC MALAYSIA (ASIA PAC)
DHL SUPPLY CHAIN
DIGI
DYSON MANUFACTURING
CUBIC ELECTRONICS
EAC HOLDINGS
ENDRESS AND HAUSER
EPF
ETIQA INSURANCE AND TAKAFUL
EXPERIAN INDIA
EXPERIAN MALAYSIA (ASIA PAC)
FEDERAL AUTO
FEDERAL EXPRESS
FLEXTRONICS
FRASER & NEAVE
GD EXPRESS
GEMILANG ASIA TECH

GENTING WORLD
GETRONICS SOLUTIONS
GREAT EASTERN LIFE
GUINNESS ANCHOR BERHAD
HANSON
HAVAS MEDIA
HEWLETT PACKARD ENTERPRISE (GLOBAL)
HITACHI SUNWAY GROUP
HOKURIKU
HONDA
HOSPITAL SELAYANG
HOTEL SRI PETALING
IDS MALAYSIA
IKEA MALAYSIA
IKEA SINGAPORE
IMU
INFINEON TECHNOLOGIES
INTI UNIVERSITY
IQM
ISTANA HOTEL
JAB IMIGRESEN M'SIA
JARDINE ONE SOLUTION
JEBSEN & JENSEN
JOHNSON & JOHNSON
KENANGA INVESTMENT BANK
KENNY ROGERS
KFC HOLDINGS
KUMON OCEANIA
LAFARGE
LAKU MANAGEMENT (SARAWAK)
LENOVO MALAYSIA
LEVI STRAUSS
MALAKOFF
MALAYSIA AIRPORTS HOLDINGS
MALAYSIAN AIRPORTS BERHAD
MALAYSIAN SHEETH GLASS
MALAYSIAKINI
MALEX MEDICAL ASIA
MAMPU
MANIPAL MEDICAL
MAXIS BERHAD
MAYBAN FORTIS HOLDINGS
MAYBANK
MCIS ZURICH

PROFILE OF CONSULTANT (TTT/0434)



MDEC
MEC
MEDIA PRIMA
MEGA LIFE SCIENCES
MHE DEMAG
MHE-DEMAG
MONASH MALAYSIA
MSIG INSURANCE
MULTI-PURPOSE INSURANCE
MYTOWN
NANDO'S
NAZA GROUP
NOVARTIS
OAC
OMNICOM MEDIA GROUP
OPEN UNIVERSITY
PANTAI MEDICAL CENTER
PEMBANGUNAN SUMBER MANUSIA BERHAD
PERFECT PENTAGON
PERMODALAN NASIONAL BERHAD
PERODUA
PETRONAS
PFIZER
PHARMANIAGA
PLUS HIGHWAY
POWERTEK
PRIMANORA MEDICAL CENTRE
PRIMERITE
PROKHAS
PROTON
PRUDENTIAL ASSURANCE
PUBLIC BANK
PUBLIC MUTUAL BERHAD
PUSPAKOM
RHB BANK
ROTARY INTERNATIONAL
SAMSUNG
SANOFI AVENTIS
SCHNEIDER ELECTRIC
SCOMI OILTOOLS
SCOPE INTERNATIONAL
SECURITIES COMMISSION
SENAI-DESARU HIGHWAY

SHELL
SHELL FINANCE
SIEMENS HEALTHCARE (ASEAN)
SIEMES HEALTHCARE INDIA
SILK HIGHWAY
SIME DARBY GROUP OF COMPANIES
SONY UPPLY CHAIN
SOPHIE PARIS
SPANCO
SPANSON
SUNWAY FINANCE
SUNWAY GROUP OF COMPANIES
SUNWY HOTEL
SUNWAY IT
SUNWAY MALLS
SUNWAY UNIVERSITY
TAKAFUL IKHLAS SDN. BHD.
TALENTCORP MALAYSIA
TAWAKAL HOSPITAL
TAYLORS UNIVERSITY
TECHNIP
TETRA PAK MALAYSIA
TETRA PAK PHILIPPINES
THE STAR PUBLICATIONS
TERADYNE
TELEKOM MALAYSIA
TENAGA NASIONAL BERHAD
TNT EXPRESS
TOKIO MARINE INSURANCE
TOP GLOVE
TOYOTA
TUNG SHIN HOSPITAL
UMW GROUP
UNDP
UNDP GSSC
UNFPA
UNICEF
VALIRAM
VOLVO TRUCKS
WORLD BANK
YAYASAN AMIR
YAYASAN HASANAH
YAYASAN SIME DARBY
YOUNG WOMAN CHRISTIAN ASSOCIATION