

IPAM partners Associate and In-House Trainers to design and develop programmes relevant to our public officers. Their profiles are as follows:

Associate Trainers

ABDUL RAHIM, Nailul Hafiz

Nailul Hafiz Bin Abdul Rahim has helped IPAM develop the Employability Skills System (ESS) programme. Over the recent years, Nailul Hafiz has been involved in leading, consulting, facilitation and training projects in the public and private sector in Singapore as well as in other South East Asian countries. They include Malaysia, Indonesia and Philippines. He trains, facilitates and consults in the areas of Strategic Planning and Management, Action Planning, Project Management, Strategic ICT, Info-Comm Technology, Leadership, Personal Development, and Motivation. He is currently a Principal Consultant with Asian Leaders Network Pte Ltd, an organisation that deals with Human Potential and Organisational Development.

ABDULLAH, Ashari

Abdullah Ashari is a top Choreographer and Instructor for men. He has been actively involved in grooming, bringing with him more than twenty years of expertise and experience in this field. His list of clients include Paragon Shopping Centre, Metro, Centrepoint Shopping Centre, TCS etc. His work is brought over to Australia, Sri Lanka, Indonesia and Malaysia, for the Royal Sultans of Johore and Brunei. He conducts training in five-star hotels, corporate companies, Public Service, and educational institutions. His specialities include all aspects of deportment, fashion sense, social etiquette, personal hygiene, haircare and skincare.

AHMAD, Bin Selamat

Mr. Ahmad graduated from the National University of Singapore with a Bachelors of Engineering (Hons) and obtained the Masters of Science in Mechanical Engineering from the National University of Singapore. He then worked in the Ministry of the Environment where he planned and designed infrastructure installations. In 1996, he went on to the private sector where he continued to undertake infrastructural projects for the Singapore Government and rose to the managerial position in innovation and technology development.

ANG, Jeffery

Jeffery was seconded to Commercial Affairs Department (CAD) in 1992 as an investigator for major fraud cases. He then went on to lead the newly formed Intellectual Property Rights Warrant Enforcement Unit in CID where he conducted many successful major operations. Jeffery was also actively involved in training and development. He was involved in the development of the Areas Command Training Unit, responsible for the in-service training for all nine Police Divisions officers and later also played a major role in launching the new School of Criminal Investigation for CID in 2001. He remained as the Interview Techniques Trainer and Training Research, Curriculum Development & Evaluation Officer until his retirement in September 2002.

ANG, Kee Lin Richard

Richard Ang is a consultant, lecturer, trainer and assessor. He is an associate trainer with IPAM since 1995 and a certified trainer and assessor by Workforce Development Agency. The training courses he has conducted in IPAM are mainly generic skill competencies and other soft skills-related subjects. His participants are mainly civil servants. He specialised in conducting courses for Division 3 and 4 staff from various government ministries, statutory boards and their sub-divisions. He is noted for his ability to relate to the lower echelon of the civil servants. He injects a sense of humour and energising personality that adds colour to his training style during his teaching and training sessions. He has been well commented by many of his participants for his highly interactive, insightful training competencies and knowledge of the subject taught. Being academically qualified, he also lectures the undergraduate programmes for UniSIM and postgraduate programmes for University of Western Australia. He also teaches business management at the Singapore Polytechnic and Temasek Polytechnic. In his artistic pursuit, he studied fine art at Nanyang Academy of Fine Art and now teaches Chinese brush painting and calligraphy.

ARNEBERG, Pauline, Dr

Dr Pauline Arneberg is a professor, consultant, trainer and author. She has vast experience in the areas of organisation development and organisational learning for both the public and private sector. Besides the United States, she also trains and consults widely in various Asian and African countries. In recognition of her experience and expertise, she was elected President of the Los Angeles Chapter of the American Society for Training and Development (ASTD). Dr Arneberg holds, among other professional qualifications, an MA in Psychology, an MPA (Public Administration), and a Doctorate in Organisational Psychology. Her courses are well received and invigorating.

AU, Florence

Florence has been training adult learners in business communication for more than 20 years. Her initial training stint in the private sector saw her teaching secretaries and administrative staff in the writing of letters, memos, reports, press releases and minutes of meetings for examination courses. With this experience and that accumulated from her job as an administrator and later a training manager, she went on to train public officers. She has since been training at IPAM for more than 7 years. At IPAM, Florence conducts public-run written communication courses, which includes grammar, emails, letters, reports and minutes of meetings. Besides these, she also develops and trains customised programmes for the Singapore Police Force, Ministry of Education, Health Promotion Board, Singapore Land Authority and People's Association.

Florence holds professional qualifications from the UK in writing minutes of meetings and shorthand skill. In her Bachelor of Arts degree programme, she has read courses like Structure and Use of Modern English, English in New Cultural Contexts and Psycholinguistics to enrich her knowledge in the English language for training purposes.

AW, Joanne

Joanne Aw graduated with a Bachelor of Arts (First Class Hons.) from Nanyang University in 1974. She has been training for more than 20 years. Joanne has been giving lessons in Mandarin at IPAM since 1988. She is also a freelance translator (English/ Chinese) for commercial and educational publications.

BENJAMIN, Stanislaus

Distinguished Toastmaster, Stanis Benjamin is an accomplished speaker, consultant trainer and accredited leadership coach. He has addressed numerous organisations in the fields of business presentation skills, effective communication, sales, customer service, success psychology and Cross Cultural Business Communication. Stanis is a thought leader on creating and sustaining high performance, he combines theory with management practices to develop action-oriented techniques for building winning teams. He is the Pan South East Asian "Humorous Speech" champion, and the 1st Runner-up at the "International Speech Contest".

BERG, Deanna, Dr

Dr Deanna H. Berg is the President of a US-based firm known for its unique approaches to improving individual, team and organisational performance. She is also co-founder of a Singapore-based innovation consulting firm. Dr Berg is an expert in creative learning strategies and a published author. She has been consulting, speaking and coaching organisations around the world for the past 25 years. She has a Doctorate in Counselling Psychology and Business from Indiana University and is a member of the Society for Organisational Learning. She is also a member of the International Federation of Professional Speakers and serves as the Faculty Dean of Innovation University. Dr Berg's sessions are best described as non-traditional and highly experiential, with immediate take-home value. She teaches 'Reframing Your Mind', 'The Power of Strategic Storytelling' and 'Grow Your Ideas to Results' at IPAM.

BIN MOHAMED NOOR, Mohamed Khair

Mohamed Khair was an associate lecturer of an Advanced Diploma course in Strategic Human Resource Management at the Nanyang Polytechnic and a former Unit Head in the Strategic Planning Division of the Urban Redevelopment Authority (URA). He graduated from National University of Singapore with a Bachelor of Arts degree and holds a Masters of Arts in Education from George Washington University, specialising in Human Resource Development (HRD).

Mohamed Khair was consultant to the design, development and delivery of the SIX and SEVEN training programmes for IPAM. For the past 10 years, he has developed or re-designed training programmes on topics such as change management, team development, productivity and quality, stress management, creativity and problem solving, effective communications and self-motivation. He has also been invited regularly to speak at seminars on Learning Organisations, Creativity & Leadership for senior police officers of the Singapore Police Force. His other clients include Ministry of Education, Ministry of Environment, North East CDC, Singapore Sports Council, Port of Singapore Authority, Chartered Industries Singapore and other private organisations both in Singapore, Malaysia and Indonesia.

BUZAN, Tony

Tony Buzan is the originator of the Mind Map® and the concept of mental literacy. Also known as the Phenomenon of the Brain, he has helped millions around the world unlock the power of their greatest resource - the brain. He has published more than 50 books, including "Use Your Head", "The Mind Map Book" and "Speed Reading". Tony has served as a consultant to many governments and multi-national organisations.

Our Facilitators

CHAN, Mei Han

Mei Han obtained an MBA from University of Stirling (UK) in 1991. From 1985, she has been training for various organisations in CREST, GEMS, supervisory management, customer service improvement programme, customer care programme, SIX and SEVEN. She has conducted workshops on communication skills, Transactional Analysis, team-building and retail sales training programmes. Mei Han is able to train in both English and Chinese.

CHANG, Kok Bu

Mrs Chang, a Certified Public Accountant has vast experience in auditing, especially in public sector auditing. She was a former director in the Auditor-General's Office and retired in August 2001. While in service, Mrs Chang was in charge of various types of audits, namely financial and compliance, value-for-money and programme audits. Her portfolio at different periods included some large ministries, government-related companies, institutional fund accounts and the Government financial statements. Mrs Chang also led many high profiled investigative audits. Apart from audit work, Mrs Chang also has years of experience in training and lecturing. As early as in 1970 she was already involved in conducting lectures at the Staff Training Institute (now known as the Civil Service College).

CHEE, Kok Kheong

Chee Kok Kheong has more than 25 years of working experience in the public and private sectors in the areas of project management and contract administration. In addition, he has more than 7 years of experience in training. He is actively involved in IQC/WIT and has conducted courses for WITS Members, Leaders, WITS Judging and WITS report-writing. He has also conducted IQC/WIT Clinics for various organisations. Kok Kheong has judged at IQC/WIT Conventions in various organisations, as well as the National Innovation & Quality Circle (NIQC) Conventions. He is a trained IQC Assessor. He holds a Bachelor of Quantity Surveying (with Distinction) and Bachelor of Arts (Hons). Kok Kheong is a certified Six Sigma Green Belt and an Advanced Buzan Licensed Instructor for Mind Map/Reading programmes. He has attained ACTA certification awarded by WDA.

CHEN, Shian Jan

Chen Shian Jan graduated from the National University of Singapore and is currently a non-practising CPA. He started his career with the Accountant-General's Department and was later posted to the Ministry of Finance headquarters. He was extensively involved in various aspects of Public Financial Management during his service in the public sector. This includes the administration of Government's central accounting system, preparation of the annual Government financial statements, budgetary allocation for several ministries, and formulation of Public Service-wide policies in areas such as financial management and government procurement (Instruction Manuals), protection of Singapore's reserves, Budgeting for Results, and Managing for Excellence. Shian Jan was awarded the Commendation Medal (Pingat Kepujian), 1999 National Award. As an associate trainer, he has shared his experience with both Singapore participants and delegates from ASEAN, China, and other Asian and Commonwealth countries. His training assignments have brought him to places that include Cambodia, Laos and Pakistan.

Our Facilitators

CHEONG, Dorothy

Dorothy Cheong has extensive experience in both the public and private sectors. Her experience ranges from banking, manufacturing, agency and sales to education (14 years in United World College). Dorothy holds a British Council TESOL and TEFL. The courses she trains include Grammar for Effective Communication, Effective Writing, Writing Reports & Proposals, Effective Editing & Proofreading, and Better Speaking & Writing Through the Dictionary for all division officers at IPAM. Being an extremely dedicated and patient trainer, Dorothy is one of IPAM's highly valued language trainers. Since she joined IPAM over 11 years ago, feedback from her participants has consistently been excellent. She develops coursebooks for written communication. She also serves on the Education Missions Committee of the Methodist Missions Society and develops curriculum and conducts the Teach-to-Reach course for teachers/facilitators of English.

CHEW, Sally

Ms Sally Chew is a lawyer by training. She has conducted numerous talks and seminars for companies, associations, government agencies and the public. She has a Diploma in Professional Make-Up Artistry. She received training in business etiquette and image in the USA and UK and has been featured in numerous regional publications and the media. She is the author of "Business Etiquette-An Essential Guide for Executives" published by Times Editions Pte Ltd and "Mind Your Manners" by Heinemann SEA.

CHEW, Sharon

Sharon Chew obtained a BBA Degree and a Postgraduate Diploma in Personnel Management. She has extensive experience in human resource management and consultancy. She has worked in various MNCs where she managed the training function, facilitated and designed in-house training courses for large organisations and the public sector.

CHIA, Lillian

Lillian Chia obtained a BA and an MA (Applied Linguistics) from National University of Singapore and an MBA from University of Birmingham, UK. She has more than 10 years of experience in HRD, Language and Business Communications, having trained participants from different stratas of occupation. In the private sector, Lillian worked in the publishing and financial industries. She had a short work stint in Jakarta for a financial firm. At IPAM, she is one of the most experienced trainers for English Language programmes. Currently, Lillian trains for IPAM in most of the writing courses.

Our Facilitators

CHIA, Yeow Hong

Chia Yeow Hong has 8 years of IT training experience with CSC. He holds a BSc in Computing and Information Systems. He is a Certified Internet Webmaster (CIW) and is licensed as a CIW Certified Instructor. He is also a Master CIW Designer, Certified Site Designer and Certified E-Commerce Designer. He has recently attained the CISCO Certified Network Associate (CCNA) status and is currently pursuing his Microsoft Certified systems Engineer (MCSE) and Check Point Security Administrator (CCSA) status.

CHIANG, Wen-Wei

Chiang Wen-Wei is an experienced trainer, consultant and coach for the last 10 years. His qualifications include an MBA and BSc (Hons) from the UK. He is also certified as a Life Skills Coach, Personal and Executive Coach, US Behavioural Consultant and certified to administer the DISC and MBTI Personality Profiling systems. His personal clients are multinationals, private and public sector. To date, Mr Chiang has trained thousands of participants from diverse backgrounds from senior management to executives, line staff and students. Being a member of the MENSA Society he is able to facilitate groups of different intellectual levels. The courses he conducts for IPAM are in the areas of Human Resource Management and Development.

CHIN, Fook Leong

Mr Chin Fook Leong holds a Bachelor of Economics (Hons) degree. He has vast experience in conducting investigation work and managing public affairs in the Civil Service. During his career with the Singapore Police Force, he held various positions such as Head of Investigation, Head of Public Relations, Director of Public Affairs Department and Chief Instructor at the Police Academy. His last appointment before retirement was as a Superintendent of Police. He currently does training in the area of investigation skills.

CHINNIAH, Yogeswary A.

Ms Yoges Chinniah holds a MA in English Language from National University of Singapore, Diploma in Applied Linguistics from the Regional Language Centre and BA from the University of London. She has more than 20 years of experience in both public and private sectors. She conducts writing courses for upper division officers. She is often commended by her participants for her ability to adapt and modify her methods to suit, and hold the interests of participants.

Our Facilitators

CHO, Tony

Mr Tony Cho started his training career with the National Productivity Board training a wide range of courses from Communications, Personal Effectiveness to Problem Solving, with Work Improvement Teams (WITS) being his forte. For his outstanding work and dedication to training, Tony was awarded the PSB 'Outstanding Course Leader' Award in 1992 and the 'Trainer Dedication Award' in 1996. In recognition of his vast knowledge on WITS, Tony was also invited by numerous government organisations as a judge in WITS, IQC or Continuous Improvement competitions at the national level.

Tony brings with him an in-depth understanding of how continuous improvement can be implemented at the ground level. Prior to his training career; he has held various posts from operations, business development to managerial positions. His hands-on and operational experience allows him to relate well to his audience.

In 1998, Tony was engaged by CSC to conduct continuous improvement training for civil servants. In 2007, Tony revamped the full range of continuous improvement programs for CSC. The programmes were successfully launched in early 2008 and were very well received. In December 2008, Tony will be conducting a series of Continuous Improvement Programs for the Department of Civil Service in Abu Dhabi.

CHOO, Lai Lai

Lai Lai provides consultation on organisation and job design, reward management and other human resource related areas. Over the last few years, she has helped organisations, public sector inclusive, to define and analyse jobs, establish relativity, develop reward and performance management systems, design performance-linked pay programmes and design competency-based selection and development programmes. She has worked with public sector organisations including Ministry of Defence, Civil Aviation Authority of Singapore, Maritime & Port Authority of Singapore, Singapore Police Force and IE Singapore.

CHUA, Katherine

Katherine Chua will graduate with her Master of Arts in Human Resource Development with The George Washington University in May 2009 and she graduated with a Bachelor in Education and Training (HRD) with The University of Melbourne. She has completed the ACTA (Advanced Certificate in Training and Assessment Programme) Certification conducted by Workforce Development Agency. She has designed, developed and facilitated diverse programmes for prestigious multi-national organizations (regionally and locally), government agencies, educational institutions, hospital and many other public organizations since 1992. A highly rated learning facilitator, her participants and students find her courses engaging, interactive, relevant and she is passionate to help them apply their learning at the workplace and also in their personal lives.

Our Facilitators

CHUA, Bee Choo

Ms Chua has over 20 years of working experience in the Civil Service and the private sector. Her areas of training are in Customer Service, WITS/IQC, Emotional Intelligence In Customer Service, Working Effectively with People, Dealing with Difficult People, Time Management Skills and The 7 Habits of Highly Effective People.

Ms Chua's experiences come from her years of working and dealing with people from the different industries she worked in. Her forte is in Customer Service where her previous work experience as a Consumer Relations Officer to Quality Service Manager had given her practical experiences in dealing with customers at the counters and call centers to developing and implementing customer service policies and initiatives; such as setting service standards, conduct service audits, evaluating performance and implementing the integrated rewards system for organisations.

Her other area of expertise is WIT/IQC training where she had the experience of working in a WITs team as member, leader and facilitator, and also as a judge in conventions. Over the years, Ms Chua has conducted training for members, leaders and judges as well as coaching and preparing teams for IQC/PS21 Excel WITs Convention. Ms Chua is a trained IQC Assessor with SPRING Singapore and had been involved in assessing teams in Conventions for both service and manufacturing companies.

She holds a Master of Education in Training and Development with the University of Sheffield, Bachelor of Arts (Upp Hons), Diploma in HRD, Diploma in Customer Service (USA), Associate Diploma in Public Speaking (LCM). She is also a Certified Trainer for Disc Profiling System, Certified Trainer for the 7 Habits of Highly Effective People and Certified Six Seconds Level 1 Associate EQ Trainer.

CHUA, Bee Kwan

Ms Chua Bee Kwan graduated from the National University of Singapore with a Bachelor of Engineering degree. She has worked with organisations such as the Ministry of Defence (MINDEF), National Computer Board (NCB) as well as the Prime Minister's Office (PMO). Currently, Bee Kwan is a freelance consultant and trainer providing consultancy on organisation development. She designs, teaches and facilitates organisation development programmes for government departments and schools.

Her clients include the Ministry of Manpower, the Ministry of Education and the Ministry of Information and The Arts. She is also a local adjunct facilitator of the Greenleaf Centre for Servant Leadership (Asia) and does not-for-profit work with non-government organisations.

Our Facilitators

CHUA, Caleb

Caleb has a M.A. in Education and Human Development (George Washington University), a Graduate Diploma in Personnel Management (SIM) and a B.A. in Social Science (NUS). Caleb has extensive speaking and consulting experience in the areas of service quality, organisational development, change management, as well as facilitating leadership development and communication programmes. He was one of the pioneer members that started the Service Quality Centre and was directly involved in the design and development of many of SQ Centre's various programmes. Caleb is a Senior Singapore Quality Award Assessor and was conferred the "Green Jacket" status in 2000 by SPRING Singapore.

COMBRINK, Wienand

Mr Wienand Combrink is presently an Associate Director with KPMG Singapore in the Learning & Development department and has extensive training experience of about 11 years. His current responsibilities include, amongst others, the development and delivery of the Consulting Skills Workshops. His other training experiences include skills-based courses on writing, interviewing, presentation, coaching, performance management and negotiation, project management, sales, supervisory and other managerial courses. During Wienand's career with KPMG, he had the opportunity to work for KPMG in South Africa, Zimbabwe, Ireland, Russia, United Kingdom and Singapore. His clients included major organisations in the following sectors: Government, Mining, Oil & Gas, Banking, Manufacturing, Retail and Insurance in different countries. His broad range of experience and exposure to different cultures has enabled him to be attuned to multi-cultural issues and also relate to diverse audiences. He is also a qualified Chartered Accountant with KPMG, prior to his role in Learning & Development.

EPPS, John (PhD) and Ann (MA)

Ann and John Epps have more than 20 years of experience in consulting, training and facilitating with business, public and non-profit organisations across Asia and the U.S. Since 2005 they have been offering facilitation skills development courses with IPAM. The course participants rate the lively, hands-on, practical sessions very highly. John and Ann's extensive experience in areas as diverse as facilitating strategic planning for the petroleum, computing and financial sectors serves them well in providing facilitation training to others. John's on-line graduate level teaching in "Managing Country Risk" and "Strategic Management in a Global Environment" provide him a wealth of case studies for use in facilitating group decision making and strategic thinking.

FALCONER, Peter

Peter Falconer, B. Ec. (Hons) works internationally as a professional negotiator and organisational consultant and trainer. He started his career with Australia's largest multinational company, BHP, becoming Personal Assistant to the Managing Director. He then served on the advisory staff of Ministers in the Australian Government before joining a British based consulting firm. In that role, Mr Falconer worked on international consulting assignments involving Organisation Development, Structural Reform, and Executive Search. From 1975-83, Mr Falconer served in the Australian Parliament. He chaired or was active on several committees including Foreign Affairs & Defence, Industrial Relations, and Immigration. He first worked in Singapore and the ASEAN region while representing those bodies in international conferences on regional development issues and multilateral relations. As an independent consultant, he specialises in negotiation strategy, public policy review, regulatory change, and building project development teams. At a personal level, Mr Falconer has chaired or served on several Statutory Boards and Community Co-operative Societies delivering Adult Education Programmes and Family Support Services. His Negotiation Skills Programme has become a regular part of the IPAM annual schedule, and he designs customised in-house workshops around specialised scenarios for various government agencies.

FANG-ANG, Gladys

Gladys enjoys being a trainer in IPAM for Writing Dynamics™ and Think-On-Your-Feet™ courses. During the sessions, she helps the participants to apply these skills to their work situations. Currently, she conducts training on English, Business Communication, Structured-On-the-Job Training (OJT) manual development, Think on Your Feet™, Writing Dynamics™ and other specially requested modules. She has conducted some of these courses in Beijing, Hong Kong and recently New Delhi, India. Prior to being a full-time trainer, Gladys was a Human Resource & Training practitioner for the hospitality, retail, restaurant and food industries.

FELDMAN, Bob

Bob Feldman is a trainer, body-therapist, movement specialist, teacher and actor. He holds a Masters Degree in Education (M.Ed.) and a Bachelors Degree (B.A) in movement, Psychology and Education from the University of Illinois, USA. In addition, he is a certified practitioner of the Feldenkrais Method of 'Awareness through Movement' and a Certified Massage Therapist. He has taught mime, movement, masks and the Feldenkrais Method at numerous universities, theatre schools and healthcare clinics throughout the United States, Europe and now in Singapore. Bob conducts the Human Resource Management and Development programmes at IPAM.

FRIEDMAN, Scott

Sometimes, the best way to learn is by laughing! Scott Friedman is a motivational humorist who gets audience members laughing while opening their minds to new ideas. With over 2000 speeches in his 22-year speaking career, Scott knows how to connect with audiences worldwide. With a sharp sense of cultural diversity, Scott appropriately crafts his message to bring relevant value to his audiences. He brings a fresh global perspective to his programmes about the changing worlds of employee engagement, customer engagement, branded customer service, personal branding, humour as a tool in sales, service, public speaking, and change management. His improvisational skills, customised humor, and delightful nature add a refreshing quality to each programme.

FONG, Sharon

She obtained her Master of Management Research from the University of Western Australia, MBA from University of Strathclyde and Bachelor degree from NUS. In addition to her practice, she runs Master Classes in customer experience to executives. Some of the topics she had spoken on in seminars and in-company workshops include 'Leveraging on customer analytics for all outcomes: Getting, satisfying, retaining and enhancing customers in financial services', 'The return on investing in customer experience', 'How can firms drive return on investing in customer experience and satisfaction for profitability', 'Driving customer profitability and retention through the effective use of customer insights', 'Building Better Customer Experience for Sustainable Growth' and 'Using Customer Insights for Enhancing Value and Delivering Better Experience'.

FOONG, Peter

Peter Foong is a prominent Consultant, Trainer and Lead Auditor in the field of quality management in Singapore. His areas of expertise cover ISO 9000, Total Quality Management, Statistical Process Control (SPC) and Process Management. As a trainer since 1982, Peter has trained thousands of quality practitioners and professionals in various renowned training institutions in Singapore and in this region. He was also a former advisor to the Public Service Division (under PMO) and a consultant to several large corporations on the implementation of ISO 9000.

GAN, Joan, Dr

Dr Joan Gan holds doctoral degree and a Master of Management Research degree from the University of Western Australia, MBA from the University of Strathclyde, Bachelor degree from National University of Singapore, and a Certificate of Beijing Chinese Proficiency Test (Advanced Level). Her experience in research and analytics through the use of advanced multivariate analytical techniques has provided valuable customer insights to organisations. Dr Gan is also an author and she conducts public workshops and in-company training to share her thoughts and experiences with executives in both private and public sectors. Some of her recent training topics include 'Customer Surveys: Designing and Obtaining Useful Information', 'The Customer Feedback Framework' and 'The Conduct of Customer Research Projects and Working with External Agencies'. Her proficiency in Chinese Language has provided valuable inputs for projects in Chinese speaking countries.

GANESAN, Narayanan, Dr

Dr N. Ganesan is an Associate Professor with the Hiroshima Peace Institute in Japan. His teaching, research and publication interests are in contemporary Southeast Asian politics and foreign policy. He joined the Political Science Department, NUS in 1990 after receiving his education from North America, obtaining a BA (Hons.) and MA from McMaster University in Canada and a PhD from Northern Illinois University. Apart from teaching in the Department, Dr Ganesan lectured at both the undergraduate and graduate programme in Southeast Asian Studies. He also taught in the International Studies Programme in 2002. Additionally, on a regular basis, he provided consultancy lectures for the Central National Education Office of the Ministry of Defence (since 1990), the Foundation Course for Administrative Service Officers at the Institute of Policy Development (IPD), and Induction Course for Senior Officers at IPAM since 1993.

GOH, Ai Yat

Goh Ai Yat is the Principal Consultant of the SBF Group of Companies. Prior to setting up the SBF Group ten years ago, she was the Deputy General Manager of Sogelease (an associate of SOCIETE GENERALE) She also held various management positions at Hong Leong Finance and United Orix Leasing (a subsidiary of ORIX Japan). Ai Yat has extensive experience in banking and finance. She is a much sought-after course facilitator, in particular for courses on financial analysis, credit evaluation, marketing & business development and selling. She has conducted many such courses, for bankers, managers and businessmen from Singapore, Malaysia, Indonesia and Vietnam. She also conducts numerous credit and financial analysis training programmes for ICPAS, D&B, Association of Finance Companies and MNCs. Besides training, Ai Yat is also actively involved in advising and helping businessmen in matters such as identifying and structuring their financing needs, preparation of feasibility reports, development of new markets and business tie-ups. During the last 3 years Ai Yat has also been regularly conducting entrepreneurial development courses for aspiring entrepreneurs. She is also actively involved in counselling and helping those affected by job-separation exercises, in particular in venturing into operating their own businesses. She also conducts courses for organisations undertaking such (job separation) exercises.

GOH, Ai Ying

Goh Ai Ying is the Managing Consultant of SBF Entrepreneurship Development Centre Pte Ltd. Ai Ying regularly conducts in-house training for the banks she was with and speaks at seminars organised by various trade organisations. She is now actively conducting The Credit Management Series, which includes Managing the Credit Function and Credit Assessment - Evaluating the Financials for The Institute of Certified Public Accountants. In the academic field, Ai Ying is a parttime lecturer for the University of London undergraduate studies at the Singapore Institute of Management. Ai Ying has more than 10 years corporate banking experience and was attached with several local and foreign banks in Malaysia and Singapore. Ai Ying has extensive experience in marketing and servicing Large SMEs, local corporation, MNCs and financial institutions. She headed the Correspondent Banking Department managing the counterparty credit limits to Banks and other Financial Institutions and building correspondent banking network for a bank. She also headed the Product Development Team for Business Banking and spearheaded the Corporate Internet Banking project for the bank.

GOH, Andrew, Dr

Dr Andrew Goh is one of Asean's top motivational and management trainers. His specialisation is in Attitudinal Development and Motivation. He was among the first to design the COSEC programme for the National Productivity Board in 1985 and later the CREST programme (PSB) in 1999. He has taught classes at Universities and institutions in Singapore. He also taught a part-time MBA class at the Nanyang Technological University where he obtained a Ph.D. in the Human Resources area of "Personnel Selection". Dr Goh is in constant demand as a platform speaker. His academic background is in Education and Theology with postgraduate studies in Administration and Business.

GOH, Jeffrey

Jeffrey Goh is a training consultant specialising in event management, media relations, conferences, seminars and exhibitions. He is also involved in personal development courses covering public, government and community relations, interpersonal skills, leadership, basic management and motivation. Mr Goh currently conducts training courses such as 'Attitude: Your Most Priceless Possession', 'Taking Initiatives' and 'Making A Difference @ Work'.

GOH, Sunny

Mr Sunny Goh is an inspiring media strategist whose many thought provoking comments can be found in local, regional and international publications. He is also an experienced lecturer and government consultant on public policy, public consultation, media relations and organisation theory. He joined the Civil Service College in 2001 and has been conducting the policy-related and communications programmes. His feedback has always been positive.

GOPALAN, Chandra V

Mrs Chandra V Gopalan has an Honours Degree in Law from the University of Singapore and has been admitted as an advocate and solicitor of the Supreme Court of Singapore. She also holds a Postgraduate Diploma in Teaching in Higher Education awarded by the National Institute of Education, Nanyang Technological University. Mrs Gopalan is a full-time lecturer in law with the School of Business and Accountancy, Ngee Ann Polytechnic and heads the law section there. She is a member of the Singapore Academy of Law and has published articles on specific areas of law in the Accountant's Manual, Singapore edition. Prior to her academic career, she practised law and her main areas of practice included commercial law, company law, insurance law and family law. She has also conducted talks to members of the public on "Setting up a Company" and "Directors' Duties".

GUO, Patrick

Patrick Guo graduated from the University of Singapore, majoring in English. He has been a professional trainer with IPAM for more than 15 years. He holds a Masters in Human Resource Development. He specialises in courses like Personal Effectiveness and Personal Leadership.

GUSTAF, Lantz

Gustaf is the Managing Director of Kandidata Asia Pte Ltd. Formerly Chief Representative and General Manager of AIM Ltd for Indochina, he has over 10 years of management experience in Asia. He recruited and trained successful sales teams, developed businesses in emerging markets; developed and delivered EQ based Leadership training programmes for executives and MNCs in Southeast Asia. Certified in Bar On EQ-I and Gustaf is a certified Kandidata Assessment Feedback Coach.

HALIL, Rasiah

Rasiah Halil obtained her BA, MA and Diploma in Education from the University of Singapore/National University of Singapore. She was also conferred an “Honorary Fellow in Writing” (International Writing Programme) from the University of Iowa, USA. Rasiah has taught in three universities (local and foreign) and a few local schools. A poet and writer by vocation, she is highly proficient in English and Malay, therefore offering training in ‘Basic Conversational Malay’ in IPAM. She is also conducting WITs in Malay.

S, Harithas

Mr Harithas holds an MBA in International Management from the University of South Australia. He was the recipient of the Life-Long Learner Award in the year 2002. He has more than 25 years of working experience in the Operation, Facilities, Estates and Logistics field holding supervisory and managerial positions. He is a freelance Lecturer and Management Trainer. He specialises in the areas of supervision, and also teaches in the soft skills ranging from communication, team-building, leadership and problem solving. He is also involved in the ESS programme and has completed his ACTA Module 1 - 4 successfully. He is also a Motivational Speaker locally and in Malaysia. He is actively involved in the rehabilitation of prisoners and conducts his workshop for them monthly on a voluntary basis.

HWANG, Calvin

Calvin Hwang has an Honours degree in Economics and Politics at Thames University of London. He has 12 years of local and overseas experience while he worked as a financial consultant with various financial institutions like Jean Witter Inc. and Merrill Lynch Inc., based in London, New York and Singapore.

INSERTO, Fathiah, Dr

Dr Inserto’s expertise lies in analysing needs, developing and facilitating skills training related to communication, organisational behaviour, changes, people management, and cross-cultural issues and in enhancing individual and organisational performance. She has a Ph.D and an MA in Human Development from the Fielding Institute, Santa Barbara, California and social work education from the former University of Singapore. Also, she is certified in many areas of specialisation such as MBTI, Assertiveness Training, Transactional Analysis and Human Synergistics. She is currently a faculty member of the Graduate School of Management and Business, University of Phoenix in Southern California, the Harold Abel Graduate School of Psychology, Capella University in Minnesota and Baker College Undergraduate & Graduate School of Business in Flint, Michigan. Dr Inserto trains communication programmes for IPAM.

KARNANI, Aneel, Prof

Professor Aneel Karnani is faculty member of the Strategy group at the Stephen M. Ross School of Business, University of Michigan. He received the Teaching Excellence Award in 1991, 2001, 2006 and 2007. He has held visiting appointments to teach in the MBA and executive development programmes at many universities including the Northwestern University, London Business School, INSEAD (France), HEC (France), CEIBS (China), Indian Business School, Chulalongkorn University (Thailand), and INCAE (Costa Rica). He has also lectured in Brazil, Ecuador, Central America, UAE, Holland, Hungary, Japan, China, Singapore, Malaysia, Indonesia, India, Taiwan, and Hong Kong.

Professor Karnani’s interests are focused on the basic question in strategic management: Why do firms succeed? This involves understanding the structure of industries and the sources of sustainable competitive advantage. He is also interested in global competition, particularly in the context of emerging economies. He has published in and is a member of the editorial boards of several professional journals, such as Management Science and Strategic Management Journal.

In addition to these University activities, Professor Karnani is actively involved in executive development programmes both in companies and through the University of Michigan. He consults with firms on strategic planning systems, and strategy analysis and formulation. Professor Karnani served on the board of directors of A.M. Todd Group for several years. He has also served a number of organisations as consultant or management educator, including GE, IBM, Singapore Airlines, Singapore Technologies, Temasek, Acer, Whirlpool, Abbott Laboratories, Afrox Healthcare (South Africa), Volvo North America, and Dow (Japan).

Professor Karnani obtained his doctoral degree from the Harvard Business School. He also holds an MBA and B.Tech. (Electrical Engineering), both from India. His work experience includes two years in various managerial positions with TELCO, an integrated manufacturer of trucks and earth moving machinery in India.

KAUR, Parvinderjeet

Parvinderjeet Kaur has a Masters of Business Administration as well as a Bachelor of Science degree from the National University of Singapore. She has over 15 years of working experience in the public and private sectors. She started training SSS and WITs programmes for IPAM in 2000. She has since expanded her suite of training programmes at IPAM to include system training (i.e. GeBIZ), language programmes and instruction manual programmes (i.e. Human Resource Management and Records Management). Parvinderjeet also trains soft skills programmes for the private sector, helping organisations develop and strengthen professional skills such as communication, teamwork, customer service, business writing, time management, creative thinking and problem solving.

KHO, Christine

Christine has extensive experience in reward management, developing performance management programmes for organisations, designing performance-linked pay programmes and developing organisation reward philosophy, strategy and structure. She has wide and in-depth experience in the Public Service sector partnering them in the review of the reward structure through defining work, establishing relativity and implementing new reward systems in the Public Service environment. With the drive to be more market competitive, she is currently working with many Public Service organisations to review its existing incentive system to encourage and link performance to rewards. Among the companies consulted with are Land Transport Authority, Civil Aviation Authority of Singapore, PSA Corporation, Ministry of Education, Ministry of Defence, Defence Science & Technology Agency, Public Service Division, JTC Corporation, Tiger Airways, Singapore Cruise Centre, Ministry of Trade and Industry, Public Utilities Board etc.

KHOO, Seok Lin

Seok Lin is an economist by training. She graduated from the University of London with a Bachelor of Arts (Economics and Politics) 1st Class Honours and Masters of Economic Development (Distinction). Her career started with the Economic Development Board (EDB) in Singapore where she held appointments as Deputy Director, Planning, Director, International Business Development, and Director Human Resources and Organisation Development. She left the EDB in 1998 to pursue her passion to introduce the principles of organisational learning into education. She is currently a freelance consultant and facilitator in organisational and leadership development. She is also an adjunct facilitator with The Greenleaf Centre for Servant-leadership (Asia). Seok Lin's clients include the Ministry of Education, the Civil Service College in Singapore and the Building and Construction Authority. She is a co-facilitator of the Graduate Diploma Programme on Leading and Sustaining Change at the CSC. Seok Lin is also a Board member of the National Community Leadership Institute (NACLI), and a management committee member of the REACH Community Services Society.

KO, Irene

A full-time MOE approved lecturer at a Secretarial and Business School, Irene was heavily involved in designing and conceptualising all its curricula and course materials. Irene is also certified to teach English as a Second Language (TESL). Irene holds a Diploma in Human Resource, Bachelor of Arts in English with Management and a Professional Diploma in Management. Irene has been certified in the pioneer batch as a WSQ trainer with Advanced Cert in Training and Assessment (ACTA) awarded by Workforce Development Agency (WDA). Irene is also certified by the WDA as a trainer for the Singapore 2006 GEMS (Go the Extra Mile for Service) Customer Service programme. Irene has extensive experience to train in Office, Secretarial and Business Administration. Her areas of training extend to CREST programme, telephone techniques, receptionist coaching skills, oral and written communication, customer service, interpersonal skills, Workplace Literacy, English Skills, S2006 Customer Service, Provide Gems Service and ESS programme.

KOH, Christopher, Dr

Dr Christopher Koh is a lead consultant in strategy and management in the region, serving government organisations, financial institutions and global corporations. These include Citibank N.A., ABN-AMRO, OCBC Bank, State Banks of Thailand and Indonesia, NOKIA, Deloitte, Cathay Pacific and Exxon Mobil. He is Director of Asia Management Consulting, a consulting firm specialising in business strategy, project management and strategic leadership. Christopher has served as associate faculty at the Citibank Asia Pacific Banking Institute, the University of Michigan Business School. He is currently an Associate Trainer at the Civil Service College in Strategic Management, Strategic Leadership and Project Management. He has lived and has work experience in the USA, Europe, the Asia Pacific rim countries, Australia and India. Christopher obtained all of his graduate degrees, Masters of Mechanical and Electrical Engineering, and Ph.D. in Mechanical Engineering from the University of Michigan, Ann Arbor.

KOH, Gim Liong

Gim Liong started as an auditor in one of the international accounting firms, PriceWaterhouseCoopers (then known as Coopers and Lybrand). He subsequently moved on to the Accountant-General's Department (AGD) under the Ministry of Finance, where he worked for almost 8 years. His experience in AGD was diverse and included implementation of Civil Service wide financial systems like PaC@Gov and NFS@Gov, managing the payroll functions that serve more than 60,000 civil servants and running the pensions operations that cater to the needs of pensioners. He has worked in Singapore Police Force under the Ministry of Home Affairs, where he was responsible for the finance operations and implementation of key financial initiatives. Gim Liong also served in Civil Service wide project teams like the PM2S Steering Committee (on human resource management system). He was instrumental in introducing e-Learning on a large scale to the users of NFS@Gov and PaC@Gov. He was also a trainer and manager of the training team, tasked to train over 3,000 civil servants in the use of the financial system during the year 2,000 migration period. Subsequently, he joined the Ministry of Education whereby he was managing the operating budget section and evaluating budget proposals. At his last job, Gim Liong was with a financial institution listed in Singapore where he managed the investment team responsible for accounting and operations on investment products. In addition to training, he also provides advice to clients in wealth management. Gim Liong graduated from Nanyang Technological University with a Bachelor of Accountancy (Hons) degree. He is both a CPA (nonpractising) and a Chartered Financial Analyst (CFA) holder. He also holds several finance-related certificates in insurance and investments, which were awarded by the Singapore College of Insurance.

Our Facilitators

KWEK, Lorraine

Lorraine Kwek holds a Masters in Training and Education from the University of Southern Queensland. She also has a BA from Murdoch University, Licentiate Diplomas in Speech and Drama from Trinity College, and in Public Speaking from Guildhall School of Music. She has extensive experience training in the area of communication skills, presentation skills, public speaking, customer service, and marketing communications. She is also active in the Toastmasters movement. She has served as the President of her club and was Assistant Division 'S' Governor for Education. In 2004, she was the PA Humorous Speech Champion, winning from a field of 11 finalists. Lorraine has also upgraded herself in the area of personality profiling and is a certified MBTI and DISC profiler and practitioner.

LAI, Audrey

Ms Audrey Lai has more than 20 years of corporate experience in the public and private sectors. She has been a language trainer with IPAM for more than 10 years, teaching grammar, editing, writing and dictionary skills to Civil Service officers from different levels. Apart from classroom training, she has also developed course materials for grammar, email writing and the ESS Literacy programmes. Ms Lai has received excellent feedback on her subject knowledge, clear instructions and practical examples for the courses she conducts. She holds a degree of Master of Education (English Language) and a diploma in management studies.

LEE, Dennis

Dennis, an MBA, is Regional Vice President and Managing Director, Asia SIFE (Students in Free Enterprise), a global non-profit student movement involved in community development projects. He has had extensive experience working with leaders of universities, corporations and grassroots organisations in China and several countries in the Asia region in his current role. Dennis' former roles as Executive Director of the Singapore Boy Scouts Association and Deputy Executive Director of Singapore International Foundation (SIF) also provided much experience interacting and working with local government and NGOs in China. His passion for youth development began even earlier in his stint at the YMCA of Singapore where he was Manager for Sports and Recreation and Performing Arts. He continues to work with young people even in his capacity as adjunct lecturer in private schools teaching Business Administration courses at undergraduate degree level.

LEE, Elin

Elin has been involved in many human capital projects in the public and private sectors. Some of the reward projects undertaken include the review and design of total compensation strategy and frameworks, job analysis and measurement using an established objective methodology, studies on senior management compensation across listed companies in Singapore as well as studies on the best HR practices of benchmark organisations. She has also been involved in projects involving design of top executive remuneration as well as review and design of incentive plans to link performance to rewards. Her work cuts across various levels, ranging from junior management to senior management. Some of the clients she has worked with include Civil Aviation Authority of Singapore, SingTel, Public Service Division, Defence Science & Technology Agency, JTC Corporation, National Environment Agency and Ministry of Trade & Industry, Ministry of Defence, etc.

Our Facilitators

LEE, Jacob, Dr

Dr. Jacob Lee is the Principal Consultant of Hedgehog Consulting and holds a PhD from the Massachusetts Institute of Technology. He was previously an Associate Professor at the Singapore Management University and before that he taught at the National University of Singapore. He has left academia and is currently engaged in helping organisations develop their capacities in the disciplines of the Learning Organisation including Systems Thinking and Mental Models. Dr Lee has been a facilitator, consultant and trainer to many organisations in the Public Service. Dr Lee currently also conducts three other workshops at the IPAM: Basic Systems Thinking, Advanced Systems Thinking and Change the Way We See and Work.

LEE, Joyce

Joyce has many years of experience working in the corporate sector and has served in different capacities in international trade, banking and finance, and in recent years, training and education. Trained as a specialist in the United Kingdom and Australia, Joyce has gained a strong background in the field of reading and communication skills. She is a certified trainer for reading and writing skills, and has since been conducting training for trainers, as well as for governments, business organisations and educational institutions.

LEE, Pauline

Pauline Lee has been training IT courses for the past 10 years. Her experience as a programmer with a local bank, a LAN administrator cum a trainer officer with the Singapore Hotel Association and Training Educational Centre has more than prepared her to train for the Civil Service, especially in the areas of Microsoft Office, Internet, Frontpage and GeBIZ. She is also certified by ITE as an industry trainer to teach the module on Coaching Skills. Being a dedicated and patient trainer, Pauline has always been able to impart her IT knowledge to the participants.

LEE, Vanisa

Vanisa is a dedicated and experienced trainer who designs and facilitates experiential-based learning programmes. She has trained thousands of staff across all levels: including volunteers, students, workers, executives and managers from both the private and public sectors. Vanisa is bilingual in English and Chinese. She trains in the areas of presentation skills, WITS training and customer service at IPAM. Vanisa brings with her both public sector and private sector corporate experience in human resources development functions. She has a Master of Education qualification from the University of Southern Queensland (Australia) and a second class honours (upper) degree in Social Science from the National University of Singapore. In addition, she possesses a diploma in Training and Development Management from the Institute of Training and Development (UK) and a diploma in Teaching of English as a Second Language (TESOL) from London's Teacher Training College. She is certified as a human behavior analyst in D.I.S.C. Personality Profiling System and Six Seconds Emotional Intelligence Profiling. Her interest in language teaching has also led to her certification as a teacher of The Spalding Method to Literacy (US).

LEONG, Chan Foo James

James Leong is a Distinguished Toastmaster, an accomplished keynote speaker, consultant and trainer. James is also the only Singaporean and Distinguished Toastmaster ever to emcee at an international convention presided by Mrs Anson Chan, former Chief Secretary of Hong Kong SAR. His track record in international platform speaking and unique experience has enabled him to share with participants successful strategies that are refreshing and proven by results. His extensive experience in serving a distinguished and diverse clientele from both the private and public sectors has enabled him to clearly understand organisation issues and participant's learning needs in an international and multi-cultural context. He has been training with IPAM since 2002.

LEONG, Jessica

Jessica Leong is a counsellor/psychotherapist and with more than 20 years of clinical/organisational experience. In 1993, she became the first Asian Transactional Analyst to be awarded the Goulding Award for Excellence in TA Theory and Practice, and was also endorsed to teach and supervise TA trainees by the Training Certifying Council (Minneapolis). Jessica won the Gold Award in the "Excellence in Teaching" Convention organised by an Institute of Higher Learning, and has also achieved the distinction of becoming the first certified Transactional Analyst in Singapore. She is currently the President of the Transactional Analysis Association in Singapore and the editor for the International TA Associations Journal. Jessica has taught and shared in many prestigious organisations and government bodies, and has presented TA papers at international conferences. She is the CEO/Clinical Director of the Executive Counselling & Training Academy Pte Ltd and the Vice President of the Singapore Association for Counselling.

LIM, Jun Han

Mr Lim Jun Han was in the Civil Service for 30 years. He had served in the Ministry of Defence and the Ministry of Foreign Affairs. His last appointment before his retirement was as a training manager in the Ministry of Defence. As a trainer, courses he conducted include Mind Mapping and creative thinking. He develops the "CREATIF" technique of creative thinking and the method of using Mind Mapping as a tool for creative problem solving.

LIM, Peng Soon, Dr

Dr. Lim Peng Soon is President of Learning & Performance Systems, a management training consultancy with expertise in group dynamics and team development, leadership development, and organisational change. He has 25 years of experience in human resource development and has worked with organisations in both the public and private sectors, in Singapore and the region. Peng Soon has a doctoral degree in education and human development, specialising in organisational change, from George Washington University, USA, and a Masters of Arts in Human Resource Development from the same university. He is the recipient of the 2004 Ralph Upson Stone Award for a doctoral student entering the dissertation phase of the doctoral studies, awarded to those who "possess academic excellence and represent and actualise the selfless development of others".

LIM, Siam Kim

Mr Lim Siam Kim is the chairman of the Asian Civilisations Museum and member of the National Heritage Board; he also chairs the Advisory Board of the University Museum. An Administrative Service Officer, Mr Lim was CEO of the National Heritage Board before his recent retirement. He has also served as Deputy Secretary, Press Secretary to PM and Returning Officer for General Election.

LIM, Wee Poh Linus

Linus Lim Wee Poh holds a B.Sc and Certificate in Education. As a session leader, he has more than 10 years of training experience. He is well-versed with local conditions having trained with private and public sector organisations in Singapore. Mr Lim was a practising training manager before becoming a professional management trainer specialising in the areas of problem-solving, decision-making and communications. He has been training with IPAM for many years and his courses are usually well-received and invigorating. In IPAM, he specialises in courses like Problem Solving (COSEC), Public Contact and Staff Suggestions.

LIM, Wei Kong Steven

Steven is a lecturer in Business Law and IT Law & Governance in the business school of an established polytechnic. He has a Bachelor of Laws (Hons) degree and a Masters of Law degree from the National University of Singapore as well as a Certificate in E-Business from the University of British Columbia. He is an advocate and solicitor of the Supreme Court of Singapore and a member of the Singapore Academy of Law. Prior to joining the academia, Steven was in legal practice for about 10 years as a lawyer specialising in property and commercial law and a legal officer in a statutory board. Steven is a well-sought after speaker and trainer and has received several teaching awards.

LIM, Yu Beng

Lim Yu Beng has a BSc (Hons), in Production Engineering from the University of Aston, UK. He has been actively involved in training and consultancy in the areas of Total Quality Management, including developing Quality Circles for organisations such as Housing and Development Board (HDB), Jurong Town Corporation (JTC) and Urban Redevelopment Authority of Singapore (URA). He is a certified trainer for the Total Quality Process programme developed by the then National Productivity Board (NPB). Yu Beng is conducting the WITS programmes at IPAM.

LIN, Y James, Dr

PhD, MEd, BA, (USA) ThL (Aust), Chairman and CEO Quality Lifeskills Quantum International (USA, Asia-Pacific) Corporate psychologist, Trainer and Humorist, Wellness Psychoeducational consultant and Certified Stressologist, Mediator for workplace conflict, with 24 years of training and consulting experience for East and West multi-national companies. An expert in developing customised training programmes, he is also a sought-after creative and entertaining convention motivational speaker with a touch of humour. He is a frequent participant in public media (TV and radio talk shows) and a writer for newspapers and magazines. He is well travelled and has a global cross cultural mindset. His unique training style is called "Trainertainment" combining serious training and fun entertaining for the maximum learning experience. His mission is to help transform people and organisations for their best performance, success and satisfaction. Dr. Lin's Motto: 'Love what I do and do what I love'. 'Dare to be different to make a difference'.

LINGAM, Chandran K

Chandran Lingam has a wealth of training experience. His experience includes Training of Trainers, developing and delivering customer-tailored programmes with MNCs. His vast experience extends to script writing, directing and producing training documentaries. He holds a Masters in English Studies from the National University of Singapore. Chandran currently trains for IPAM in COSEC and the Seven Habits of Highly Effective People programme.

LO, Wai Munn

Lo Wai Munn holds a Master of Business in Information Technology (MBIT) with the Royal Melbourne Institute of Technology (RMIT). He has worked 5 years with the National Computer Board and the National Computer systems in software applications development and maintenance, quality management and training. He has more than 10 years of experience in training application of developers and endusers. He is also an active Web Designer and Web Consultant who trains various IT courses with IPAM.

LOW, Guat Tin, Dr

Guat Tin is an Associate Professor in Policy and Leadership Studies, National Institute of Education, Nanyang Technological University. She is also the Vice-President of The Girls' Brigade Singapore and a Founding member of The Greenleaf Centre for Servant Leadership (Asia). Her basic training is in school psychology and she moved on to study educational management in The University of Michigan, Ann Arbor. Her research areas include: women in leadership, mentoring and motivation. Guat Tin is on the faculty that runs leadership and management programmes for school leaders which includes the highly acclaimed Leadership in Education Programme which prepares school leaders to become principals of schools in Singapore. She has also consulted with many organisations in Singapore in both the public and private sector. Her expertise has also brought her to conduct workshops in Shanghai, Hong Kong, Taiwan, Malaysia, Macau, Thailand and Philippines.

LUI, Joan

Mrs Joan Lui has more than 20 years of training with IPAM and other Government organisations. She holds an Honours degree in Modern Languages, specialising in Phonetics, and post-graduate qualifications in Education. Her areas of training include English Language (spoken and written), Communication, Customer Service, Human Relations and Time Management.

LYN, Yoke Chin, Janet

Ms Lyn Yoke Chin Janet is a Certified Public Accountant and a Certified Information Systems Auditor. She graduated with a Bachelor of Accountancy from the University of Singapore and has more than 25 years of working experience in both private and public sectors. During that period, she has held various senior positions in public accounting, financial services and the hotel industry. She has experience in the areas of auditing in both the private sector and the public sector, customer services operations, systems and corporate services and finance. She is currently an Internal Audit Manager with Temasek Polytechnic.

MA, Kwok Leung David

David Ma holds an MBA from the University of Western Ontario, Canada. As a public officer of 30 years, he has been posted to different ministries and has a wealth of experience to share. He has been serving as a resource person in international seminars and workshops. Currently, he helps to facilitate three programmes for Civil Service College: the Seven Habits of Highly Effective People, Policy Development for Senior Officers and MXO Induction Programme.

MAHMOOD, Sidek

Sidek Mahmood graduated in Total Quality Management (TQM) from the Productivity and Standards Board. Besides conducting training in TQM for executives and QCC for facilitators, leaders and members, he also runs training programmes in Johor, Kuala Lumpur, Brunei, Batam and Jakarta. Clients who benefited from his programmes include government agencies, statutory boards, hotels, banks and manufacturing companies. He is also actively involved in developing and running motivational and leadership training programmes for volunteers in nonprofit organisations. In IPAM, Mahmood is one of the trainers for the SIX Programme.

MANIAM, Santhi

Santhi Maniam is a Training Specialist with People Potential, a Training & Development consultancy firm with offices in Singapore and Malaysia and corporate clients in about 20 countries in the Asia-Pacific region, Europe, North America and Africa. People Potential's vision is that of a world filled with people-centred organisations and self-actualising individuals. Santhi has over 12 years of experience in the corporate and training industry as a facilitator, consultant and advisor to learning organisations. She has an MBA from the Malaysian Multimedia University. Her professional practice in People Potential centres on Leadership, Management and Change.

MAXWELL, Jean Arthur

Jean Maxwell, founder of PeopleWorks, is an internationally known consultant, trainer, facilitator and speaker. He combines a unique blend of psychological insight and business acumen – integrating inspiration with practical human tools. For more than 35 years, Jean has been successfully providing top-quality coaching, consulting and training to individuals and organisations in the public, private and non-profit sectors. Jean is also the author of "Journey... Getting Back to You," a self-help journal. Jean earned his Masters in Psychology from the University of Texas, El Paso.

McCULLY, Juliet

Juliet McCully received her Speech Therapy qualification from the Kingdon-Ward School of Speech Therapy in the United Kingdom as a Colombo Plan Scholar. Upon graduating, she returned to Singapore to start and head the Speech Therapy Department at the Singapore General Hospital. She later went into private practice and is the founder-director of the Speech Clinic and the Juliet McCully Speech Training Centres in Singapore and Malaysia. The centre in Singapore was subsequently re-named Juliet McCully School of Language and Communication. Besides being a Licentiate of the College of Speech Therapists, Juliet is also a Licentiate of the Trinity College of London in Effective Speaking and a Licentiate of the London College of Music and Media in Speech & Drama. In addition, she holds a Master's degree in Child Development and Early Childhood Education from Wheelock College, Boston, USA. The Children's Place is the realisation of Juliet's vision for the premier preschool in Singapore. Being a Speech Therapist, she understands the importance of speaking well in communication. In 1986, Juliet began to hold regular workshops on Speech Training and Public Speaking for many organisations locally as well as abroad. Juliet trains in IPAM's 'Better Spoken English' programme.

MUKESH, Manek

CPA (Australia), MBus Prof Acct, ACIS, MCIM, CIA, CMA, CFM, ACA(I), BCom (Acct). Manek has been lecturing at post-graduate level for several years. He has trained numerous MNC's locally and regionally. He is also the proud recipient of a long service award (Gold) from Institute of CPA of Singapore.

MURALEE, Nair Chandra

Muralee has more than 25 years of experience in risk, crisis and disaster management. His work experience in the corporate sector and consulting environment gives him a balanced perspective of the pressures faced by executives under extreme pressure, and how to cope with such stresses. He brings this vast real-life experience to training with great clarity and effectiveness. Muralee has been a trainer with IPAM for more than 10 years, specialising in crisis management preparation to Division 1 Civil Service officers. Muralee has received excellent feedback on the course he offers, and is reputed for clear instructions and practical examples for the courses as well as interesting role-plays. He holds a BA degree in Political Science, Masters in Risk, Crisis and Disaster Management and a Diploma in Journalism and Workplace Training.

MYRTLE, Robert C., Dr

Dr. Myrtle is Professor of Health Services Administration and Gerontology, with academic appointments in the School of Policy, Planning, and Development and the Leonard Davis School of Gerontology. He also is the Director of the Executive Master of Leadership and the Faculty Advisor for the Master of Medical Management at the Marshall School of Business Administration. He is an award-winning teacher including the "Most Inspirational Business Professor", "Professor of the Year" and the Academy of Management's "Teaching Excellence" Award. As a scholar, he has authored over 70 books, articles, monographs and research reports addressing management and public policy concerns. He is widely recognised for his work in health care management, marketing and strategic planning and is currently involved in research on the strategic behaviour of managers and organisations, with a focus on intuitive and thinking processes of successful managers and leaders. His other research projects have focused on the development and diffusion of organisational innovations; innovative, entrepreneurial, and strategic processes for organisational growth and development; and stress and burnout of executive leaders.

NAGASUNDARAM, Murli

Mr Nagasundaram is an Associate Professor in the College of Business at Boise State University, Boise, Idaho, USA. He has a bachelor's degree in engineering, an MBA and a Ph.D. in Information Systems, and has held management and research positions in industry in both India as well as the USA. Having grown up as the son of a government servant, Dr. Murli has travelled all over India and is familiar with customs, traditions, values and attitudes across the nation. He has had official interactions with people in industry, government and academia. He has also conducted workshops for preparing Americans moving to India.

NG, Eliza

Ms Eliza Ng, professionally qualified in Early Childhood Education, has had experience working with young children and their families since 1995. She has set up and managed several childcare centres. A proud and involved mother of two young children herself, she is a firm believer in nurturing children the way they learn best – through language, exploration, experimentation and play. Eliza conducts parenting talks/workshops for various public organisations.

NAVAZ, Haja

Navaz, Haja graduated from National University of Singapore with a Bachelor in Computing. Haja has experience in IT project management, systems implementation and maintenance. He has conducted training in various Programming Language and Microsoft Office packages, Web Designing Tools and diploma courses in IT for schools and various organisations. He also conducts ESS ICT programmes for IPAM.

NG, Patrick

Patrick has more than 20 years experience in business management, strategic planning, marketing, sales and business development. His work in industries such as industrial process-control, manufacturing, fast-moving consumer goods and international trade and services have taken him to Malaysia, Brunei, Vietnam, Myanmar, Thailand, Indonesia, Hong Kong, Taiwan and China. Patrick's training and consulting experience has been largely in the utilisation of his practical business experience in the field of Business and Leadership Development. Patrick has been involved in the design and installation of the customer service systems and processes for a telecommunications client. He was also the Project Leader for a full scale Asia Pacific Employee Engagement Study for a major oil refinery. He also delivers and customises training for clients and his areas of expertise include Leadership Effectiveness, Execution Effectiveness, Time Management, Competency Management and Critical Thinking Skills. Major clients include Central Provident Fund, Civil Service College, Civil Aviation Authority of Singapore, Housing and Development Board, Procter and Gamble, Unilever, Citibank, Microsoft, Tetra Pak, British American Tobacco, Maersk Line shipping, Lend Lease, CISCO Securities, National Environment Agency, Land Transport Authority, and Institute of Technical Education. Previously, Patrick held senior and general management positions in Nippon Paint and Philip Morris. Patrick holds an MBA from University of Strathclyde with a Graduate Diploma in Financial Management. He is certified in various core programs by the FranklinCovey Company, Bluepoint Leadership (Asia), Vital Smarts and Decision Processes International.

Our Facilitators

NG, Paul

Paul is currently a Law and Economics lecturer at Ngee Ann Polytechnic. He holds a double-degree in Economics and Law from Monash University, Australia, and has more than a decade's experience in private practice and was a partner in one of Malaysia's most prominent law firms. He has a strong professional background in commercial, banking and real property law, including Islamic Finance, and is also familiar with intellectual property matters.

ONG, Anita

Anita Ong is a B.Acc holder from the former University of Singapore. She has many years of training experience with both the public and private sectors. She first started teaching diploma courses in commercial schools. She enjoys training because of the interaction and rapport she is able to build with her participants.

ONG, Hwee Kheng Kendra

Ong Hwee Kheng holds a BSc (Maths) and has more than 26 years of experience in IT planning, designing and programming of LANs and managing the operational support function of computer networks. For over eight years, she specialises on training in Internet, Adobe PhotoShop, Macromedia Publisher, FrontPage, Microsoft Office and Lotus Notes in IPAM. Her enthusiasm in training has earned her favorable commendations from her participants.

ONG, John

Mr Ong is the author of the book, "Worse than a Job Loss" which is about resiliency in the face of a career and life crisis. He is also a Thoughts and Emotions Therapy Practitioner (USA), a Certified Neuro Linguistic Programming (NLP) Master Practitioner, a Professional Member of the Singapore Human Resources Institute (SHRI), and an Advanced Certificate in Training and Assessment (ACTA) certified trainer. He holds an MBA degree from the University of Birmingham. John has more than 20 years of corporate experience and specialises in work skills training in the area of personal resilience, self-management, leadership, people skills, as well as transition psychology (Change and Crisis).

ONG, Ida

Ida Ong, Founder and Owner of Imp International, Model Agency and Grooming College since 1977, comes from a wealth of public relations experience. Over the years, Ida has gained a high reputation of being a top Grooming Consultant, having groomed a wide range of people, from school children to top models, and actors. Ida is able to share valuable tips, especially on colour co-ordination, maximise use of purchases, figure analysis, wardrobe planning and current trends, as well as enjoy wonderful rapport with her audience. 'Let Your Image Work for You', 'Managing Winning Image' and 'Social Protocol and Dining Etiquette' are the courses Ida conducts at IPAM.

Our Facilitators

ONG, Karen

Karen Ong is presently the Managing Director of Specialist Management Resources Malaysia. She manages the operations, trains and consults with organisations. SMR is one of Asia's largest integrated Human Resources Development (HRD) consulting companies. Karen has spoken and conducted workshops in more than 12 countries. She started her career in human resources and marketing with a Fortune 100 automobile company in Singapore. She worked there for 15 years. After moving to Malaysia, she joined a public-listed television company. Her years of experience included human resources and people development.

OW YEONG, Yin Leng

Yin Leng possess a degree in Computer Science with Management and has been training for more than 12 years in IT in both the private and public sectors. She is dedicated to training and is well liked by the participants. She has vast knowledge in computer programming and applications software and enjoys imparting her knowledge and skills. She is proficient in providing training in Internet, Microsoft Office application and customised software courses.

PADMANATHAN, Sarojini, Mrs

Mrs Sarojini Padmanathan is the Director of Human Resource in Health Sciences Authority. She has over 24 years of experience in the public sector, mainly in Human Resource (HR) management. This has provided her the requisite knowledge to deal with people of varying backgrounds. She has a Master of Business Administration degree with specialisation in Training and Development.

She became a trainer with the then Civil Service Institute when she conducted training from 1990 to 1996 mainly in preparation of the Corporate Support Officers for the Instruction Manual 2 Exams. She began to be an active Resource Personnel and an Associate Trainer from early 2002. She has been a trainer for the Human Resource Management and Performance Management programme at IPAM. She has also been invited to speak at the Management Development Programme and the Executive Development Course on HR matters. Her style of presentation and interaction with the trainees has been well received.

PARKER, Malcolm

Malcolm Parker is the founder and principal of Corporate Partners with Management Education. He is an associate of Singapore's Institute of Public Administration, and UK's National School of Government. He works extensively with private and public sector organisations in Malaysia, Brunei, Indonesia and several African and Caribbean states. Malcolm has been conducting courses for Singapore public and private sector organisations since the mid-90s and is fully conversant with current human resource issues in the region. In particular he has extensive regional experience in conducting tailor-made events for a wide range of public sector and commercial enterprises. His scope, breadth and depth of experience about performance management issues equip him with a potent and unique ability to deliver expert advice in the design and implementation of management systems, and the very best in training for all those who are called to work with them. His earlier career in the UK public sector, JP Morgan and Citigroup provide a rich and broad experience which give Malcolm a unique appreciation of public/private sector perspectives that are pertinent to today's developments in Singapore's management enhancement drive.

PNG-CHUA, Ming May

Ming May is an Associate Training Consultant with PSB Academy and IPAM. She is also an Associate HR consultant with the Singapore Quality Centre and PSB Consulting. She specialises in conducting training and consultancy in Human Resource Management and Development programmes. Ming May has more than 6 years of full-time teaching experience and about 13 years of experience in human resource management and development. She had worked in the healthcare industry in Human Resource Planning and Development, Performance Management and Competency Development. She also had experience working in the Hospitality industry. She was involved in the full spectrum of Human Resource Management and Development functions at both strategic and operational levels. Ming May holds a Master of Science (Human Resource Management) degree from Bradford University (United Kingdom) and a Bachelor degree in Science majoring in Economics and Mathematics from the National University of Singapore. In addition, she also holds a Graduate Diploma in Education from the National Institute of Education, Singapore.

PHUA, Kenneth

Mr Kenneth Phua is the Asia-Pacific Regional Director for the Association of Corporate Travel Executives (ACTE). He oversees the association's operations and development in the Asia-Pacific including the areas of sponsorship, marketing, alliances and content production and has organised several successful international business and trade events since 1995. Kenneth has over 20 years of experience as a marketing practitioner - operating both locally and internationally - during which he held different senior management positions in various global media corporations.

POH, Ai Choo, Sherie

Sherie Poh holds a Degree in computer science and physiology. She has been a corporate IT trainer since 1992. She has commercial experience in the usage of a wide range of application software. Her training experience includes Microsoft Office Applications, Project, Lotus Notes, web related applications and programming like Visual Basic, VBA for Excel and Access. She always demonstrates competency in the skills and knowledge required of her during training.

POH, Emilyn

Emilyn's career with MFA as a Foreign Service Officer enabled her to develop an intimate knowledge of China, its culture and its workings. She continues to maintain a close association and network with the government and business sectors in China. Emilyn is attuned to Government travel policies and has handled many high-level VIP incoming and outgoing official visits. She was also extensively involved under the Singapore Cooperation Programme, formulating capacity building training programmes for government officials of various countries. She worked closely with International Organisations like the Worldbank, IMF, UNDP, and so on. Given her years of experience with the Singapore Cooperation Programme, she has developed a wide network with government officials from all over the world who attended as recipient countries' participants.

During her service in the public sector, Emilyn was also involved in various aspects of public governance, amongst which included the management of Singapore government's service rendered to overseas Singaporeans, administration and operation of overseas Missions, and the setting up of a Travel Planning and Management Section in MFA, and so on. Emilyn is now the Director (Project Development) for World•Sg Pte Ltd and is also an Associate Trainer with the Singapore Civil Service College, conducting training for Singapore as well as international participants.

RAMSEY, Phil, Dr

Dr Phil Ramsey lectures on organisational learning and Human Resource Development at Massey University in New Zealand and his interest is in the area of culture and its impact on learning and conflict. Dr Ramsey has been involved in research examining the application of learning organisational principles to education and consultation practice and was on the advisory board for 'Leverage' magazine, a newsletter for practitioners in organisational learning. He has written several books and articles on organisational learning and culture, including the Billibonk series of stories designed to teach systems-thinking concepts to young readers and adults.

RASIAH, Halil

Rasiah Halil obtained her BA, MA and Diploma in Education from the University of Singapore/National University of Singapore. She was conferred an Honorary Fellow in Creative Writing (International Writing Programme) from the University of Iowa, USA. Rasiah has taught in three universities (local and foreign) and a few local schools. A published poet, writer and translator, she is highly proficient in English and Malay, offering training in Malay Language Courses (Basic and Intermediate) and has conducted WITs in English and Malay at IPAM. Rasiah also conducts literary workshops for schools.

ROSLI, Bin Abdul Samad

Rosli Abdul Samad is the Director for Training and Development in Learning Strategists Pte Ltd. He has conducted training courses in the areas of interpersonal communications, change management, learning organisation, group dynamics, productivity and quality, self-motivation, stress and time management, and total quality management. He had also developed and conducted entrepreneurial development for executives and officers of various companies. The participants he had trained included nurses, teachers, students, prison officers, civil defence officers, military officers, customer relations executives, technical personnel and administration staff. Together with his partner in Learning Strategists Pte Ltd, he has recently completed designing a 10-day workshop on enterprising and innovative workers for the Civil Service College.

ROZARIO, Casimir

Casimir Rozario is a retired civil servant. Among other appointments, he was Head of the Press Section at the then Ministry of Culture. He was later posted to other ministries where he managed public communications matters. His last Civil Service position was at the Ministry of Home Affairs where he was Director of Public Affairs and Press Secretary to the Minister. Mr Rozario has been an IPAM trainer since 1996. He conducts courses in Corporate Communications and Crisis Communications. He also trains officers in writing skills.

SAHADEVAN, Sunil

Sunil worked in the construction, defence and aviation industries for 14 years before joining the Productivity and Standards Board of Singapore as a Consultant and Trainer in 2000. He was Principal Consultant of PSB Corporation before venturing into self-enterprise in 2003. He is affiliated with Civil Service College, SPRING Singapore, Enterprise Promotions Centres and PSB Corporation. His specialities are in establishing Quality Management Systems (QMS) in organisations, in line with known Standards and Business Excellence Frameworks. He also conducts training and workshops in corporate planning, benchmarking and productivity and quality programmes.

SANDOSHAM, Lawrence

Lawrence Sandosham has over 40 years of experience in the Civil Service. He worked his way up credibly from the ranks to become the government's Chief Supplies and Procurement Officer for 12 years and thereafter the Deputy Director of Procurement Polices in the Ministry of Finance. He has been training for IPAM for many years in administration, procurement and financial-related areas.

SEAH, Diana

Ms Seah has more than 30 years of working experience in financial institutions where she held senior positions in Finance, Operations, IT and Marketing, overseeing operations in Singapore, Thailand and Hong Kong. In these roles, she has implemented policies, system process and risk controls to monitor and deliver numerous financial products. Diana has also taught financial management for advance diploma of Singapore Institute of Management and Polytechnics. Diana is a CPA (Singapore) who holds an Accountancy degree from the National University of Singapore and a MBA (Business Law) from the Nanyang Technological University. She is trained in Six Sigma and is Green Belt certified.

SEAH, John

As a veteran with more than 20 years of experience in the IT Industry, John is able to bring his experiences to life in his numerous dynamic seminars and consulting engagements throughout Asia Pacific. John graduated from the University of Essex with a Master of Science in Artificial Intelligence. He is a Chartered Engineer with the British Engineering Council, an Advisory Council member for Rosyth School and was a Captain (NS) with the SAF 6th Division.

SEOW, Bee Leng

Bee Leng is the director of Continuum Learning Pte Ltd and an adjunct lecturer with Nanyang Technological University. She has accumulated over 10 years of experience in the field of learning and performance. She is known for her ability to conduct workshops by using a hands-on approach, which facilitates an effective learning process. She is also bi-lingual in English and Chinese and has effectively delivered training programmes to organisations from both private and public sectors in diverse industries, facilitating key knowledge transfer and delivering leading edge training methodologies to support the business objectives. She has trained in many countries, including China, Hong Kong, Singapore and Malaysia. In her previous appointment with Singapore Airlines (SIA), Bee Leng was responsible for developing a team of 200 trainers committed to SIA Cabin Crew Training Vision of developing service professionals of distinction within a learning culture. Bee Leng graduated with a Master of Business Administration (MBA) with Dean's Honor List for Outstanding Achievements, Nanyang Business School - Nanyang Technological University. She is currently pursuing her Doctorate in service research with the University of Western Australia.

SHIENG, Ngak Hiong

Shieng Ngak Hiong was a former Manager working in the Standards and Certification Department of SISIR. He was instrumental in establishing the Singapore Laboratory Accreditation Scheme (SINGLAS). He is currently an established consultant, trainer and an associate auditor with one of the leading certification bodies based in the UK. He has extensive experiences conducting certification and surveillance audits for companies in Hong Kong, China, Indonesia and Philippines. Shieng is one of the key facilitator for CSC's ISO 9001 : 2000 Auditor/Lead Auditor Programme.

SIK, Magdalene

Mrs Magdalene Sik comes from a diverse background of senior corporate positions from the public and private sectors. She has been a trainer with IPAM for more than 10 years specialising in communications skills, teaching Thinking, Speaking and Writing skills to Civil Service officers of different levels. Magdalene is known for her ability to bring about an "immediate transfer of learning" in all her training sessions. Her classes are experiential and holistic in nature. She holds a Master of Marketing communication from the University of Canberra and heads her consultancy as Principal Consultant. She is also the Partner of Herrmann International Singapore, part of a global organisation that teaches the whole brain model.

SIM, Svenia

Svenia Sim's training courses and seminars have benefited over 6000 participants, including managers and supervisors, executives, administrators, professionals, technical officers, and organisational leaders. Svenia Sim's learner-approach methodology, enriched by her 18 years of combined training and international industry work experience, complemented with creative delivery have been consistently winning excellent remarks and ratings from participants. She is a strong presenter and speaks at professional forums. Svenia Sim achieved an MBA and BSc in the U.S.

SOON, Jackie

Jackie Soon comes with a wealth of experience and knowledge in the field of beauty therapy. She was trained in Melbourne, Australia, in the Australian College of Hair and Beauty, and subsequently worked as a Consultant for a leading slimming centre as well as a renowned skincare and makeup brand, Clinique. With more than 15 years of working experience, Jackie has been running her own beauty salon for the last 6 years, providing top quality beauty and body works, as well as conducting countless classes on skincare and makeup for people of all ages. With her quick wit and endearing personality, Jackie has proved to be a favourite to all participants from schools to banks, hotels and corporate companies.

SUEN, Anthony

Anthony Suen has more than 20 years of experience in various industries. He works with a large public-listed company before starting his own business dealing with construction, trading, manufacturing and the food industry. Currently, he has an active consultancy business specialising in Management Development, Total Quality Management, Project Management, Team Building, and Motivational Seminar in the private and public sectors. He holds various professional qualifications, including an MBA in Marketing from UK.

SUEN, Catherine

Catherine Suen holds a MSc in Training & Human Resource Management from UK. She has been in Training and Performance Consultancy for more than 10 years with both the public and private sectors. She is well-loved for her passion in people development. Her specialised areas include Motivation, Out-of-Parameters (Oops!) Thinking, Conflict Management, Communication skills, QC/WITS related and other team-related programmes.

SURESH, James

James Suresh is a corporate trainer, PR consultant and humour writer. He has co-authored five books in the “Mr Kiasu” series from 1990 to 1995, all of which were listed in the best-seller series. James has worked in both commercial and non-commercial organisations as a PR practitioner. He has spent 15 years in Ministry of Defence where he was the head of the Publicity Section for five years. James conducts courses on Stress Management and Handling Difficult Customers, persuasive communications and Managing Events at CSC.

TAM, Li Phin, Mrs

Mrs Tam has some 30 years of experience as a Practising Engineer, Academician, Consultant and Administrator in both the public and private sectors. Trained as a Civil & Structural Engineer, she has a wide spectrum of experience with the Ministry of the Environment (now the Ministry of the Environment and Water Resources), Public Utilities Board and private consulting firms. Her last position was as the Director, IPAM, CSC, which she joined in Feb 2006. Prior to that, she spent 20 years with Ngee Ann Polytechnic where she worked her way up from a Lecturer to Course Manager and then Deputy Director in the Building & Environment Division of the School of Engineering. She served as Director in the Centre for Professional Development (CPD) and subsequently the Organisational Development Office in the last 4 years of her career at Ngee Ann Polytechnic. During her career, she has been involved in organisational re-structuring, identifying systemic issues and handling change management. As a line manager, she also performs various HR functions including talent management, succession planning, recruitment, staff deployment, rewards, performance management and training and development.

Mrs Tam also has vast experiences in curriculum design and content development for adult training programmes and has been a Lead Trainer in many courses she designed for MOM and NEA and many private organisations. She is currently training for IPAM as an Associate Trainer for the Performance Management course for Division 1 public officers.

TAN, Chin Yeow Augustine

Augustine Tan M.A. is a professional member of the American Counseling Association and a S.A.C. Registered Counsellor (Singapore). He has worked in various mental health and counselling centres in both the U.S. and in Singapore. Currently, he is in private practice where he works with individuals, couples and families on a range of emotional, psychological and relational difficulties. Augustine also conducts workshops regularly on mental health related topics and effective living skills. Actively involved in the training of professional and para-counsellors, Augustine serves as adjunct lecturer and clinical supervisor for a number of local and foreign tertiary institutions.

TAN, Ern Ser, Dr

Dr Tan Ern Ser is currently an associate professor at the Department of Sociology, National University of Singapore. His teaching areas are Social Stratification, Industrial Sociology, Organisational Sociology, Survey Management, and Singapore Society. He received his PhD in Sociology from Cornell University. He is principal investigator of the World Values Survey-Singapore Chapter (with the University of Michigan). He has written on industrial relations, welfare policy, ethnic relations, social stratification, and political values. Dr Tan helped to develop the “Citizen – Nation Psychological Ties” Index while serving as consultant to the Institute of Policy Studies’ (IPS) “National Orientations of Singaporeans” Projects (NOS) I and II. He was also a consultant to the Ministry of Community Development and Sports, Ministry of Information and the Arts, and Ministry of Education. He is currently poll consultant to the Feedback Unit.

Our Facilitators

TAN, Francis

Francis currently runs his own training consultancy which focuses in the areas of change management, organisational development interventions, strategic workshops, diversity and conflict management, leadership, teambuilding, people management, performance management, and train-the-trainer workshops. He has consulted with numerous public sector agencies and private multinational companies. Prior to establishing his own consultancy, Francis worked in the human resource, training and consultancy field for more than 10 years. His experiences include conducting company-wide training needs analysis, designing training programmes, developing curriculum and delivering up-front training for senior executives and managers. He held senior positions in his previous organisations where he sharpened his own leadership skills and competence. He has a Masters in Education and Human Resource Development from George Washington University and a Bachelor of Business Administration from the University of Singapore. He is also a certified facilitator for D.I.S.C. and Harrison Interview instruments.

TAN, Gavin

Mr Gavin Tan, who holds a Graduate Diploma in Organisational Learning, has over 10 years of experience as an internal and external consultant serving both the public and private sectors. As a senior consultant, he has worked with numerous MNCs and government organisations in the region, including HSBC, Citibank, SingTel Group, SATS, SFI, Singapore Police Force, KK Hospital, NUH, TTSH, Prime Minister's Office, JTC, General Motors, Delphi Automotive, Molex, EMA, PSC, AsiaInfo Technology (China), PanAsia and Seagate. With his wide consulting experience and diverse leadership experiences, Gavin is able to skillfully relate learning concepts to work-life applications in his training sessions.

TAN, Gilbert, Dr

Dr Gilbert Tan received his Ph.D. from the University of Pittsburgh where he majored in Organisational Behaviour and Strategic Human Resource Management. Since 1989, he has also served as consultant and trainer to various organisations such as SingTel Paging and Singapore Police Force. He also lectured at Department of Organisational Behaviour and Graduate School of Business in the Faculty of Business Administration, National University of Singapore. Dr Tan has written and presented paper at regional and international conferences in Malaysia, Hong Kong, Japan, Australia, the United States and Canada. His articles appeared in international and regional journals, such as, the International Journal of Management, Journal of Golden Marketing, Creativity and Innovation Management, and Asia-Pacific Journal of Management. He is also the co-editor of Singapore Management Review.

TAN, Keng Suan

Tan Keng Suan holds a Bachelor in Science (Hons) in Psychology and a Masters in Science (Research) from the University of Newcastle upon Tyne, UK. He was involved in numerous consultancy assignments for multi-national corporations and local organisations in Singapore. He has several years of training experience with the HDB and is conducting WITS courses in at IPAM.

Our Facilitators

TAN, Khai Ling

Khai Ling has been involved in projects for organisations in the public sector and multinational companies including competency modeling, conducting job evaluations using Hay Guide Charts, and review of total compensation framework. Khai Ling's areas of expertise include development of competency models, diagnostic tools, defining jobs, analysis of total compensation framework, measurement using an established objective Hay job evaluation methodology. She has also been involved in scheme review exercises that involve looking at total human resource framework including training and development, competency development and performance management systems that cut across various levels, ranging from junior management to senior management.

TAN, Kwan Liang

Mr Tan Kwan Liang is the Founder of Mind Sports Organisation Pte Ltd (MSO) and an Associate Trainer with the Civil Service College (CSC). He was a Faculty member of CSC - Macau Government Executive Development Management Programme. He spent 15 years in the IT industry, holding various senior management positions. Currently, besides conducting workshops on optimising the use of the brain, management and leadership, he also consults with companies. Kwan Liang is a certified Licensed Buzan Instructor, a certified practitioner in brain compatible learning, Structural Thinking and NLP. Kwan Liang is a graduate from the National University of Singapore.

TAN, Lay Hong, Eunice

Eunice graduated from the Northern University of Arizona, U.S.A with a Bachelor Degree in Economics in 1994. She was awarded the Outstanding Senior Student Award for Economics. She is currently a Certified Financial Planner. She has been with Cornerstone Planners Pte Ltd as a Senior Associate for four years prior to her promotion as Director (Operations) in year 2001. Eunice has a wide range of product knowledge and she is responsible for insurance product recommendation to individuals and companies. She specialises in client need analysis and product options, which benefits all her clients. Eunice regularly conducts training and presentations to both private and public sectors in areas such as risk planning and insurance solutions.

TAN, Ngoh Tiong, Dr

Dr Tan Ngoh Tiong, Ph.D. from University of Minnesota, and has been a visiting scholar to Harvard and Cambridge University, is currently Associate Professor in the Department of Social Work and Psychology, National University of Singapore. Dr Tan is actively involved in the area of personal, social and international development. He has been a consultant and trainer to many voluntary, government and business organisations. He has accumulated vast experience in adult training and has taught in the College of St. Thomas and St. Catherine, University of Minnesota and Augsburg College in USA. Beside teaching and consultancy work, Dr Tan has published widely and is actively involved in International Federation of Social Workers, Singapore Association of Social Workers, Singapore Aftercare Association.

Our Facilitators

TAN, P A Michael

Michael holds a Master of Arts degree in Tertiary, Adult & Continuing Education, University of Hull, UK. His other qualifications include Training, Organisation & Methods, Administrative Management and Transport. He is MBTI® Qualified. Michael Tan has more than 20 years working experience in Administration and Human Resource Training & Development, and Training Consultancy. He specialises in programmes such as Leadership/Supervisory Skills, Mentoring & Facilitation Skills, Interpersonal Skills, Self-Directed Team-building (indoors and outdoors), the Learning Organisation, Personal Enrichment and Organisational Development courses.

TAN, Peng Ann

Peng Ann was with the SAF for 30 years until his retirement. He now manages his own training business. He holds a Masters of Science in Training. He now conducts Human Resource Management courses for various institutions. He has authored a book "Create your Rainbow" that shares his views on a successful retirement. He is a valued trainer for conducting IPAM's WITS and Handling Difficult People Programme.

TAN, Poh Heng Winston

Winston graduated from the Nanyang Technological University and is currently a non-practising CPA. He started off his career as an auditor with the then Coopers and Lybrand before crossing over to the Singapore Civil Service. He had served with the Accountant-General's Department, Ministry of Finance headquarters, and Ministry of Foreign Affairs. He was extensively involved in various aspects of Public Financial Management. His experience ranges from that of managing a finance department to that of formulating finance and accounting policies at a central level. As an associate trainer, he has shared his experience with both Singapore participants and delegates from ASEAN, Asia, Commonwealth countries and the Middle East. His training assignments have brought him to places that include Dubai, London, Cambodia, Vietnam, Belize and Pakistan. In addition, due to his diverse interests, Winston has attained a post-graduate diploma and advanced training in the field of Family Education.

TAN, Poh Lye Augustine

Augustine Tan is an experienced and motivating coach, consultant and trainer, and has conducted programmes for participants from diverse backgrounds from senior management to executives, line staff and students. He has developed and conducted a wide variety of human resource training programmes like Emotional Intelligence (EQ), Effective Communications Skills, People-Centred Management, Building High Performance Team, Customer Service with EQ, Sharpening Your People Skills, Creative Thinking, and Stress Management. The courses he conducts for IPAM are in the areas of Human Resource Management and Development. Augustine holds a Masters of Arts and BSc (Hons) from Columbia International University, USA. He is a certified Life Skills Coach and a US certified Behavioural Consultant (D.I.S.C.). He is also a certified practitioner of TJTA (Taylor Johnson Temperament Analysis).

Our Facilitators

TAY, Leonard

Educated in Washington State University (WSU), Leonard Tay obtained a Bachelor's degree in Business Administration under the Department of Management & Information Systems in 1992. He has been active in the IT industry for the past 8 years, having experience in the Technical, Business Development and Training Consultancy field of Information Technology servicing public sector ministries, statutory boards as well as commercial organisations. He is currently a trainer with IPAM, providing training services on the Government E-Business Procurement System (GeBIZ) to Civil Service procurement staff.

TAY, Nancy

Nancy Tay was a former Asia Pacific Training Director of Andersen offices. She gained substantial experience with the different but unique cultures in Asia. Based in Shanghai for several years, she was in charge of the professional education and development of the PRC professionals in Shanghai, Beijing and Shenzhen. Her training engagements cover countries like Hong Kong, Vietnam, Bangkok, Jakarta, Manila, Malaysia, Japan, Singapore and of course, Shanghai, Beijing and Shenzhen.

TEO, Hee Lian

Teo Hee Lian has an MA in Linguistics, and was the Director of IPAM till February 1997. In her 22 years in the Civil Service, she had extensive experience writing cabinet memoranda, parliamentary replies, reports, papers, minutes of meetings, and speeches. She also edited papers and publications for government organisations. She now teaches customised writing programmes at IPAM. To give ministries the best, Ms Teo makes a great effort to tailor each course she conducts to meet their specific needs such that no two courses share the same training materials. When Hee Lian is not training at IPAM, she also offers editorial services to ministries when consulted.

TOH, John

John Toh is a training consultant with over 15 years experience. He has conducted training for various private and public sector organisations, both local and overseas. He conducts programmes in the areas of creative thinking and innovation, teambuilding, work competencies, and communication. He is an often featured motivational speaker at various organisations and brings into each training his distinctive mark of enthusiasm and dynamism.

TING, Michael

Michael Ting has many years of training experience with IPAM and is received favourably among his participants. His experience ranges from being a teacher with the Ministry of Education to an Administrative Officer with the Ministry of Foreign Affairs. He trains in various courses including the Productivity module of the COSEC programme, Supervisory Management and Staff Suggestions Scheme for both suggestors and promoters.

URICHUCK, Bob

Bob Urichuck is an international speaking and training professional. He is the founding president of the Ottawa Branch of the Canadian Association of Professional Speakers. He has a proven track record as a successful entrepreneur and sales professional, with over 25 years of experience. Bob conducts inspirational seminars, for IPAM with considerable success.

Our Facilitators

WAGNER, Abe

Mr Abe Wagner is a world-renowned government and corporate trainer, author and lecturer. He is an expert in the field of Transactional Analysis (TA) and Neuro-Linguistic Programming (NLP). In addition to doing in-house training, he is a sought-after lecturer at regional, national and international conventions. With more than 25 years of experience in organisational training, he is known for easily establishing rapport with participants of various backgrounds. Participants of Mr Wagner's seminar have found his presentations to be humorous, down-to-earth, immediately applicable, and insightful.

WE, Miti (PMP)

Miti We is a certified Project Management Professional (PMP) instructor, and a lead consultant in project management serving global corporations, financial institutions, and government organisations. She consults in the development and implementation of company-specific project management infrastructure for organisations. This involves setting up a programme (or project) management office and developing a methodology that allow senior management to translate their strategy into successful projects. She has served a number of organisations as consultant or workshop leader. These include Nokia, Nokia Siemens, ABN AMRO, Citigroup, Flextronics, Motorola, OCBC, Fuji-Xerox, M1, Temasek Polytechnic and the Civil Service College (Singapore). Miti received her Bachelor of Business Administration Degree from the University of Wisconsin, Madison; majoring in risk management. She received her Master of Business Administration (MBA) graduate degree and graduate diplomas in Electronic Business and Techno Entrepreneurship from the Helsinki School of Economic and Business Administration. She lived in the USA and Australia for several years, and has work experience in Finland, Japan, Korea, China, Taiwan, Indonesia, Philippines, Malaysia, Thailand, India, Singapore, and Australia.

WONG-LOONG, Suzanne

Suzanne Wong-Loong, is the Principal Consultant of her own business firm, which provides training and consultancy services to assist individuals and organisations to grow and develop. She is a professional trainer specialising in most soft skills training. Her areas of expertise are in train-the-trainer workshops, training needs analysis, course development and people relationships development. Suzanne has been in the training and development industry for more than 15 years, covering the IT industry, the banking and financial industry and the education and membership industry. Her public workshops includes "Producing a Winning Total Training Plan", "Trainer Manager", "SIM Course Leaders' Course" "Leading Group for Commitment and Results" and "Think On Your Feet". Suzanne holds a Master of Arts in Education and Human Resource Development and a Bachelor of Arts, double major in Commerce and Economics from the George Washington University (USA) and University of Toronto (Canada) respectively. Her academic achievements also include a Diploma in Computer Programming and Systems Analysis (Honors) from the Toronto School of Business (Canada).

WONG, Mei Lin

Ms Wong Mei Lin is an educator and administrator with more than 30 years of experience. She holds a BA from NUS and MA from the George Washington University, USA. She has conducted a variety of English language writing and proficiency courses for teachers, Public Service officers and corporate personnel. With her wealth of experience as a teacher and administrator she brings direct relevance to her programmes. She has taught in government secondary schools, the Civil Service College, the Language Proficiency Centre, and the Institute of Banking and Finance, and other private language centres. She also does publishing and editing work with a Publishing House.

Our Facilitators

WONG, Rosalind

Rosalind Wong teaches the COSEC programme at IPAM. She has extensive training experience with both the public and private sectors. A former school teacher in her younger days, she spent a short while at Kansas, USA, before graduating with a B.A. Hons (Psychology) from Pacific University of Hawaii.

WONG, Suet Fong

Wong Suet Fong has 16 years of experience in customer service and support, sales and marketing, and business process consulting in a multinational organisation in the IT services industry. Her training and consulting expertise is in the areas of Customer Relationship Management processes, Customer Service, Sales and Marketing, Project Management, Teambuilding, Negotiation, Communication and Creative Problem Solving.

WOO, Chin Hoon

Woo Chin Hoon graduated with a B. Eng (Hons) in Mechanical Engineering in 1972 from the then University of Singapore. With several years of industrial experience in quality assurance in a couple of organisation, he joined the Singapore Polytechnic as a lecturer in the Mechanical and Production Engineering Department. Subsequently, he moved to the Educational and Staff Development Department to help train lecturers and other staff of the polytechnic. He subsequently started his own training consultancy firm, specialising in quality programmes, teambuilding, and management and leadership development. In August 1995, he returned to academic life in Temasek Polytechnic for a two-year stint. Currently, he is freelancing, engaging only in short-term training and consultancy projects.

WUN, Ryal, Dr

Dr Ryal Wun is an international facilitator and coach in organisational and personal excellence. He conducts interactive and humorous programmes designed to maximise human growth through selfdiscovery. Ryal has a first degree in law, a Master degree in Business Administration (specialising in investment and finance) and a Doctoral degree in Business Administration. He is also a certified trainer in Behavioural Analysis™, Relationship Awareness™, Organisational Learning and Neuro-linguistic Programming. During his programmes, participants uncover personal strengths through processes involving personal mastery, systemic thinking, behavioural study, neuro-linguistic programming and multiple intelligences. A personal coach, Ryal also facilitates special programmes for senior managers seeking to lead desired results through strategic planning, negotiations and successful implementation of policy.

Ryal's legal programmes focus on the laws of contract and torts. These programmes are customised to meet the needs of the client, and are primarily targeted at those with little or no legal grounding. His programmes in facilitating a safer workplace are particularly well received. His clients include MNCs, and local public and private sector organisations.

YAM, Angeline

Angeline conducts numerous training workshops abroad and locally. She is an Associate with IPAM since 1989, covering both Ministries and Statutory Boards. Her areas of expertise center around Personal Developments and Info Management. Angeline has a superb track record in addition to the dynamic and vibrant approach, her humorous and positive nature makes learning both natural and enjoyable.

YAP, Anita

Ms Anita Yap is the Principal Coach and Facilitator with Entheos, a firm dedicated to enabling individuals and organisations to achieve their goals through dialogue, learning and inspired actions. In her previous appointment as the Manager of Learning Design at the Civil Service College, Anita has designed and delivered programmes in the areas of Facilitation, Communications, Change Management, Customer Service, Public Administration Reform and Training and Development. Anita is a versatile and energetic facilitator with international experience in delivering training to different levels of management throughout Asia including Singapore, China, Macau, Malaysia, Taiwan and Vietnam. Anita is an IAF Certified Professional Facilitator, Certified Technology of Participation Facilitator and Certified Professional Executive Coach.

YEO, Edmund

Edmund Yeo has a Bachelor of Arts Degree, Master in Education Management with the University of Western Australia and is a Behavioral Consultant in the DISC instrument, certified by the Institute for Motivational Living (USA). With eight years of experience in training, Edmund has spent half of those years working for a sports company (Aglow Sports Pte Ltd) before joining IC2 Training Consultancy Pte Ltd as an Associate Trainer. Edmund brings with him 20 years of working experience as a Sales and Marketing Manager. He had rendered his services both to the private as well as non-profit organisations. He provided training for creative and innovative programmes to different organisations such as Land Transport Authority, Philips (Singapore), SMRT, L'Oreal International, Ministry of Home Affairs, Ministry of Law, Ministry of Education, National Environment Agency, Immigration and Customs Agency, Singapore Police Force and Public Utilities Board. Edmund is noted for his sense of humour and fun loving personality that adds colour to his training style during his teaching sessions. He is commended by many of his participants for his training skills and knowledge of the subject taught.

YEO, Keng Choo

Yeo Keng Choo holds a Doctor of Education degree from the George Washington University and a Masters in Business Administration from the National University of Singapore. Keng Choo is an organisational consultant specialising in the management of human capital and organisational learning. She has trained and consulted for local-owned businesses, multi-national companies and government organisations in Singapore, Malaysia, Indonesia, China and other countries in the Asia-Pacific region. Her work experience is spread over more than 30 years and covered the public and private sectors as well as academia. She was responsible for the launch of the National University of Singapore (NUS) Business School's Young Managers Programme and had designed and he taught management education curriculum for various training institutes. Keng Choo is a member of the NTL Institute of Applied Behavioural Science based in the United States.

ZALKIN, Mark W.

Mark W. Zalkin, M. Ed., MSW, is the founder of Zalkin Training and Development, a Denver, Colorado USA based management/leadership training and executive coaching organisation. Mr Zalkin has been a visiting lecturer at IPAM since 1992. His IPAM courses include Leadership: A Situation Based Approach, Working With Difficult People, Conflict Management, and Interpersonal Communication. He has also presented workshops for Singapore Airlines. Mr Zalkin has served as an Adjunct Professor at the University of Denver and at Denver's Regis University. He is a frequent presenter for numerous corporations, non-profit organisations, and US governmental agencies. He also teaches workshops in Shanghai, China. When he is not in the classroom, Mr Zalkin provides individual coaching for executives, government officials, managing directors and professionals. His courses are noted for being highly interactive, insightful, and fun to attend.

In-House Trainers**DAYANANDAN, Swapna**

Swapna is a Senior Learning Design Specialist at the Civil Service College and currently designs and conducts training courses mainly on Total Organisational Excellence. Prior to assuming this responsibility, she was a management consultant with the Civil Service College Consultants, CSC for five years.

Swapna graduated with honours from the National University of Singapore with a Science degree and an MBA awarded by Northumbria University, UK and has extensive experience working in the Civil Service prior to joining CSC. Her main experience is in providing Balanced Scorecard Consultancy, POWER (Public Officers Working On Eliminating Red-tape) Session training and facilitation for public sector agencies embarking on rules review. Swapna developed the POWER facilitation package, a rules review package adapted from General Electric and customised for the public sector agencies in Singapore. Since 2002, Swapna has helped several public sector agencies (both local and foreign) to implement the Balanced Scorecard strategy implementation framework. Since 2004, Swapna has also been conducting Balanced Scorecard trainings for public officers and since 2007, she has been co-facilitating the Cut Red-tape training programme conducted by CSC.

Swapna is a certified Black Belt for transactional Six Sigma by Neville Clarke and PS21 Office. She has developed and conducted Six Sigma trainings for public officers at CSC and is a mentor for black belt trainees working on Six Sigma projects. She is also a National Assessor for SPRING's Business Excellence Certification and Awards. Outside of CSC, Swapna serves as a grassroots leader of the Joo Chiat Community Club.

GHOSH, Rinkoo, Dr

Rinkoo Ghosh is a Senior Learning Specialist at the Civil Service College. She has been with the College for about 12 years designing and developing Public Service programmes for all division officers. Over the years, Rinkoo has overseen the design, curriculum development/execution and review of core training programmes for both middle and senior management public officers, which include the L.E.A.D. series and other programmes. Besides developing programmes, Rinkoo facilitates in career milestone programmes for the Public Service. She is an accredited Mind Mapping trainer and Seven Habits Trainer. Rinkoo is also a graduate of the 1 year training programme on Learning Organisation.

She completed her doctoral studies in Business Administration with NSW, Australia. Prior, Rinkoo graduated with a Bachelor and Masters in Mass Communication from Australia and USA. Rinkoo also completed her Graduate Diploma in Human Resource/Training and Development with CSC and Public Service Division. Before her work with CSC, Rinkoo was a commissioning editor working for a Singapore government-linked organisation editing established government and business publications. Some of these included the Library 2000, Transit Link, Street Directory Guides and the EDB Strategic reports.

Rinkoo also frequently engages in consultancy and training (TNA) projects/assignments for overseas governments such as Laos, Vietnam, Macau and Africa (Ghana), and Abu Dhabi.

GOH, Hwee Seng

Hwee Seng is a Senior Researcher with the Civil Service College. He develops teaching cases and materials, designs and facilitates training programmes for the College. He currently facilitates the Performance Management for New Supervisors course and Cut Red Tape seminar.

In his 13 years of service with the public sector, Hwee Seng has had very diverse enriching experiences, from Organisational Development to Infrastructural Planning and Engineering. Hwee Seng has led cross-functional teams and staff units to carry out reviews of HR management and development of Management Executives, business processes, and IT system implementation; implemented organisation-wide strategy management and business excellence frameworks such as Balanced Scorecard and SQA; as well as oversaw efforts to build innovation and organisational learning capabilities in the organisation. Prior to this, Hwee Seng did infrastructural planning of schools after his earlier engineering stint to design the air-conditioning and building management systems for The Esplanade – Theatres on the Bay.

Hwee Seng holds a Masters in Engineering Management from the University of Southern California, a Graduate Diploma in Change Management, and a Graduate Certificate in Management Consulting. He is also a certified SQC Consultant. Hwee Seng is currently undergoing certification as a Gallup Strengths Performance Coach and as a Technology of Participation (ToP) Facilitator.

GOPINATHAN, Ramakrishnan

Gopinathan is presently the Deputy Director of the Public Service Centre for Organisational Excellence (PSCOE) and Principal Consultant of the Knowledge Management Consulting Unit (KMCU). He has a wealth of experience in developing and implementing information and knowledge management systems for both MNCs and SMEs. Gopinathan has conducted several KM workshops for public sector organisations on a regular basis, in addition to customising and delivering these workshops for specific agencies. A speaker at several KM seminars and conferences, Gopinathan is often called upon as a resource person for KM within the Singapore Public Service. Currently, he is a member of the e-Government Action Plan II committee which, among other things, aims to make good use of public sector knowledge assets at both the intra-agency and interagency levels. He is also a part-time lecturer and teaches an elective module called “KM in the Public Sector” under the MSc KM programme by NTU.

LOGENDRAN, M

Mr M Logendran started his career with the Management Services Department (MSD) of the Ministry Of Finance. He was involved in several Operational Research projects aimed at improving organisational efficiency and effectiveness in different ministries. He is presently an Assistant Director with the Civil Service College and has managed the development and delivery of online courses as well as training management systems (TRAISI).

Logendran has been actively involved in promoting WITS in the Public Service. Besides developing a customised online courseware in WITS he has also conducted training in WITS for both local and overseas participants. As a WITS Facilitator, he helped four of his teams to win gold awards at the Public Service ExCEL Convention. He was awarded the Outstanding WITS Facilitator Award at the National WITS Convention in 1999. Logendran was invited by the Commonwealth Secretariat to conduct training on Quality and Productivity, and this has taken him to Barbados (Jul 2001, Jul 2002 and Nov 2003) and Botswana (Jul 2001).

In recent years, he has travelled to Laos, Myanmar, Thailand and Vietnam to conduct training on the Structure of the Singapore Government, Public Admin Reforms and the Principle of Governance. He has also briefed foreign delegates from Commonwealth, Middle-East and ASEAN on good governance and on implementing e-learning solutions in the Public Service.

Mr Logendran holds a Masters degree in Management Science from the Imperial College of Science and Technology, London.

OW, Sharon

Sharon Ow is a Senior Manager from the Learning Development team in the Institute of Public Administration & Management (IPAM), Civil Service College. She is an Economics graduate from the University of Nottingham, UK, and has also completed a Graduate Diploma in Training & Development. Sharon heads a team that develops and oversees a suite of Governance and Leadership programmes. She conducts Innovation and National Education training, and facilitates sessions in some milestone programmes. Besides training local participants, Sharon conducts a ‘Train the Trainer’ programme in Hanoi, Vietnam, as part of the Initiative for ASEAN Integration, and also facilitates programmes with an international audience.

Our Facilitators

RIMINGTON, Roy, Dr

Dr Roy is a Senior Manager in the Public Service Centre for Organisational Excellence (PSCOE), CSC and was previously on the teaching staff of Ngee Ann Polytechnic for over 8 years, covering diploma and advanced diploma courses and has 12 years of public sector working experience in Singapore. He also taught part-time on MBA business courses in several UK universities and has held positions up to senior management level for nearly 30 years in several major international companies in the United Kingdom and East Asia including General Electric and Siemens.

Having a wide range of experience in Quality, Risk Management, Environment, Operations, Design & Development and Service relating to Commercial, Military & Public sectors, Dr Roy was also involved in lecturing, training, and consultancy in Business Excellence. In Siemens, he promoted and implemented Business Excellence and Six Sigma in operations and eventually to the principle suppliers as part of the Continual Improvement and JIT programme. He has been involved with Cost of Quality, waste minimisation and recycling projects with savings exceeding \$3 million per annum in one instance.

He has been a keynote speaker, presented/published papers, written books, ran courses and workshops in companies, universities and at conferences in Europe, USA, China, Taiwan, Malaysia, Singapore, Indonesia, Myanmar, Vietnam and Macau. He is an IRCA registered Lead Auditor also a School Excellence Model (SEM) Assessor for the MOE. Dr Roy is also an Exco member and Public Relations Committee Chairman of the Singapore Quality Institute (SQI), and Vice President of the Risk & Insurance Management Association of Singapore (RIMAS).

SIM, Serene

Serene is currently Principal Learning Designer and Head, Learning Design Unit (LDU) of Civil Service College. She oversees efforts in building College-wide learning design capability. She has put in place learning and coaching interventions to improve the design process, strengthen knowledge, skills & practice in learning design, and created systems and structures to convene like-minded people in design. She develops and coaches others in Training Needs Analysis and Learning Design. In her last 7 years with IPAM, she designed and developed the service suite of programmes, including conferences, seminars and the Service Excellence Training Framework. Apart from Service Excellence, her domain areas of focus include Innovation, Supervisory leadership, Supervisory management, Performance management and other customised design projects. Her expertise lies in analysing clients' training needs, customising and delivery of programmes specific to clients' requirements.

She has been an instructional designer, trainer and educator with various organisations for the last 22 years: Singapore General Hospital, MINDEF, Nanyang Polytechnic, and Service Quality Centre. Serene has been involved in numerous Train-the-Trainer workshops including a short stint in Shanghai and Hanoi. Her track records include designing training and performance intervention for DSTA, COMFORT, People Association, Popular Books, CK Tangs. While working in Mindef she put in place various management development programmes and acted as consultant to MINDEF-related organisations on HRD matters.

Serene holds a Master degree in Instructional Design & Technology, Bachelor degree in Business Administration, Diploma in Training and Development Management, and Graduate Diploma in Change through Organisational Learning. She is certified in MBTI, Technology of Participation (ToP), and Accelerated Learning.

Our Facilitators

SOMASUNDRAM, Premarani, Ms

Ms Premarani Somasundram is a Principal Researcher with the Centre for Governance and Leadership and the Institute of Policy Development at the Civil Service College. Prior to joining the College, she was a Senior Fellow at the Institute of Defence & Strategic Studies, Singapore (now known as S Rajaratnam School of International Studies), where she jointly coordinated its Contemporary Islam Programme. Her career began with the Ministry of Defence, where she spent several years as a senior analyst observing trends in the Middle East. She has a Bachelor with Honours degree in Political Science from the National University of Singapore and a Masters in International Public Policy from the School of Advanced International Studies (SAIS), Johns Hopkins University, USA.

TANG, Margaret

Masters of Arts in Education (HRD), George Washington University, USA; Graduate of the CSC year-long Learning Organisation Programme; Accredited Trainer: Myers-Briggs Type Indicator, Ned Hermann Whole Brain Profiling Method.

Margaret is a Principal Specialist with IPAM, Civil Service College. As a learning design specialist, Margaret spent a major part of her 15 years of public sector career analysing clients' training needs to customise, design and facilitate training programmes specific to their needs. She is passionate about developing creative and engaging learning processes and methodologies to better facilitate learning effectiveness in the classroom for sustainable transfer back at the workplace. Fields of interest include organisational learning, leadership development, regulatory reviews, and policy development in the public sector. She has designed and developed several core Public Service programmes, including the Cut Red Tape programme, the Train-the-Supervisor Workshop on AIM, National Education, Introduction to Public Policy Process, and also facilitates in some of these programmes. She has also presented at the Global Conference on Excellence in Education and Training 2004. She is presently undergoing certification in Technology of Participation (ToP) Facilitation Methods and Gallup's Clifton StrengthsFinder Performance Coaching.

TEONG, Jaime

Jaime started in design, planning and operations in mass transit and in strategic planning on subway security with the Police. She was in a training and management consultancy business which drew her into the National Productivity Board's workforce development effort as consultant and trainer of trainers. Jaime did counselling, strategic planning and research in the Social Development Unit. She headed Corporate Services in the Public Service Division, Prime Minister's Office, and moved to direct human resources in a hospital. Jaime now serves in the Civil Service College, overseeing corporate development. She serves as a national Senior Assessor for the Standards, Productivity and Innovation Board of Singapore (SPRING). She graduated from the National University of Singapore with Honours in Botany, obtained Diplomas in Teaching English as a Second Language (TESOL) from Trinity College London and Sheffield Hallam University, and holds a MA (Education and Human Development) from the George Washington University.

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