

CERTIFIED COACHING & MENTORING PROFESSIONAL (CCMP) PROGRAM

~FACILITATING TEAM~

- FACILITATING TEAM -



DION OOI

HIGHLIGHTS

- Director of Global Learning and Performance, ITD World
- Trained, coached and mentored more than 20,000 people for more than 20 years of experience.
- Recipient of Effective Leadership and Vice President Award from Dell Computers.
- Certified Coaching and Mentoring Professional (CCMP) which is approved by the International Coach Federation (ICF), the world's most recognized professional coaching body.
- Certified NLP Practitioner – National Federation of NLP, USA.
- Certified Sales Trainer – SPIN Selling, USA.
- Trainer of the Month Award from New Horizons Computer Learning Center, USA.
- Certified International Accredited Training Professional.
- Certified Trainer for Human Resource Development Council (PSMB), Malaysia.
- Professional Certificate in Supply Chain Management – ITC, United Nations, Geneva, Switzerland.

AREAS OF EXPERTISE

- Leadership Excellence
- Building Effective Teams
- Influencing, Convincing Skills and NLP methods
- Winning with People
- Coaching Skills
- Self-Mastery and Personal Excellence
- Creativity and Out-of-the-box Thinking
- Effective Work and Time Management
- Interpersonal Communication Skills
- Train-the-Trainer
- Powerful Presentation Techniques
- Customer Service Excellence
- Customer Relationship Management (CRM)
- Sales and Sales Management
- Purchasing, Supply Chain and Negotiation Skills

BIOGRAPHY

Dion Ooi is an international certified training and development professional. He has held key leadership positions in Dell Computers with more than 20 years in Business and General Management, Information Systems, Sales and Marketing, Supply Chain Management, Project Management with practical experience in providing excellent customer experience, building and managing effective teams, learning and development, adult experiential learning and coaching.

His style in training methodology that involves experiential learning makes his sessions lively and engaging. His experience in business and people skills in local and international business scenes permit him to pick appropriate and relevant examples and case studies, with tact and wits, which makes the learning process so much fun and effective.

His creative, innovative, intuitive and unique ability of selecting the highlights and pointers from these training and workshops makes one wonder if he is actually discussing your own organizational context. Participants are hence able to take back with them instant knowledge and skills that they can apply and practice immediately to make impactful changes in their own organizations for outstanding results.

He was awarded the Dell Effective Leadership Award (*for managing a team of Contact Center Specialists, projects and initiatives*) and the Dell Vice President Award (*for managing Sales training projects and conferences successfully*) and Trainer of the Month award from New Horizons Computer Learning Center, USA. Apart from the awards and recognitions, Dion has successfully organized international and local events ahead of time. He is a firm believer in managing activities effectively to get the results you want.

During his tenure to lead and manage a team of specialists in a contact center, Dion has conducted numerous interpersonal communication training programs, coaching, counseling, team building programs, and developed training programs (sales, leadership and interpersonal communication skills) for many corporations based on his years of experience in the training industry.

He was given the privilege to train, coach and mentor Dell Sales Professionals when most of them are having multi-million dollar targets. Leading the Sales Onboarding program (training and facilitating the Sales Program) and ensuring that the new Dell Sales Force are up-to-speed to effectively achieve the highest standards of Dell Sales Competencies.

He had travelled to many countries and trained multi-national companies including Dell (*inside Sales Manager and outside Sales Managers, Senior Managers and Directors*), Intel, OSRAM, Air Asia, Motorola, Bosch, Infineon, Plexus, Sunway Group, ASTRO, Siemens, Western Digital, Honeywell, First Solar, Jabil, Kobe Precision, Benchmark Electronics, Escatec Electronics, Altera, Sony, TIM Electronics, Alliance Bank, Hong Leong Capital, Dongwha, Maybank, Tourism Australia, Nestle, Agilent Technologies and many others.

To date, more than 20,000 participants have benefited from his training, coaching, workshops, seminars and programs.

Companies / Industries Trained

Factories:



Services

citibank

VietinBank

SUNWAY
HOTELS & RESORTS

Hotel Excelsior
IPOH - MALAYSIA

五洲酒店
HOTEL
CONTINENTAL

Pacific West

JTi
JT INTERNATIONAL BERHAD

THE REVERIE
SAIGON

FLAMINGO
by the beach, penang

AIG

HLG Capital
A Member of Hong Leong Group

Maybank

ALLIANCE BANK

AmBank Group

SUNWAY
UNIVERSITY

KDU
COLLEGE

IMU
INTERNATIONAL MEDICAL UNIVERSITY
MALAYSIA

Materialise

CONNELL BROS.
A DIVISION OF WILBUR-ELLIS®

HEIDELBERG

HCL

TERADYNE

astro

CapitaLand

MONIER

BSG | Property

Nestlé

DIMERCO

HÄFELE





SERELY GERALDINE D. ALCARAZ

HIGHLIGHTS

- Philippines Country Head of ITD World
- Top Master Trainer of Thomas Crane's The Heart of Coaching™ and certified international coach and facilitator of Jack Canfield's The Success Principles™, John Maxwell's Developing the Leader Within You, Winning With People and Laws of Teamwork, Dr. Leonard Yong's Emotional Excellence™, and Business Consultants' LIFO (Life Orientation) Method
- John Maxwell Certified Coach, Trainer and Speaker.
- Certified instructor of The Dale Carnegie Course: Effective Communication and Human Relations, High Impact Presentations, Sales Advantage, and Dale Carnegie Seminars as well as Development Dimensions International's Interaction Management, Techniques for an Empowered Workforce, Targeted Management, Targeted Selection and Service Plus programs
- Extensive experience in international HRD and has delivered learning and development solutions to many of the world's leading companies
- Master in Management (MBA) from Asian Institute of Management and Bachelor of Science in Psychology and Bachelor of Science in Commerce Major in Human Resource Development from St. Scholastica's College
- Past President and Chairperson of the Philippine Society for Training and Development (PSTD)
- Past Director & Officer of the People Management Association of the Philippines (PMAP)
- Past President of ARTDO International (formerly Asian Regional Training and Development Organization)

AREAS OF EXPERTISE

- | | |
|--|---|
| • Supervisory, Management and Leadership Development | • Negotiation, Change and Conflict Management |
| • Vision, Mission and Culture | • Communication and Business Writing |
| • Work Attitude and Values Enhancement | • Train the Trainer, Facilitation and Presentation Skills |
| • Strategic and Action Planning | • Personal and Professional Effectiveness |
| • Coaching and Mentoring | • Creativity and Innovation |
| • Performance Management | • Team Building and Group Dynamics |
| • Ownership and Accountability | • Productivity, Time and Stress Management |
| • Customer Service | |
| • Sales and Marketing | |

BIOGRAPHY

Ms. Serely Alcaraz has been in the human resource and organization development profession for more than twenty (20) years. She is currently the **Philippine Country Head of ITD World**, part of the Malaysian-based Institute of Training and Development Group, a leading global leadership development organization and provider of business education, corporate training, professional competency development programs, business coaching and consulting services, as well as mega events and conferences in Asia Pacific.

She began her career as an **Organization Development Specialist** at **A. Soriano Corporation**, a conglomerate consisting of affiliate and subsidiary companies from various industries. She then moved on as an **Associate Consultant** at **SGV-Development Dimensions International**, a joint venture between SGV (an auditing and consulting firm) and DDI (a human resource consulting firm based in Pennsylvania, U.S.A.). She was also the **Manager for Marketing and Instruction** of **Dale Carnegie Training**, a global performance-based training and consulting company, based in New York, U.S.A.

Ms. Alcaraz is a John Maxwell Certified Coach, Trainer, and Speaker. She is a licensed master trainer of Thomas Crane's **The Heart of Coaching** and facilitator of Jack Canfield's **The Success Principles**, Dr. Leonard Yong's **Emotional Excellence**, John Maxwell's **Developing the Leader Within You**, **Winning with People** and **Laws of Teamwork**, Business Consultants' **LIFO (Life Orientation) Method**, the **Dale Carnegie Course: Effective Communication and Human Relations**, **High Impact Presentations**, **Sales Advantage** and **Dale Carnegie Seminars** as well as DDI's **Interaction Management**, **Techniques for an Empowered Workforce**, **Targeted Management**, **Targeted Selection** and **Service Plus** programs.

An advocate of lifelong learning, she had the great opportunity to personally learn from many of the world's greatest gurus including John C. Maxwell, David Ulrich, Kenneth Blanchard, Barry Posner, Ram Charan, William Rothwell, Roland Sullivan, Jack Phillips, Denis Waitley, William Byham, Anthony Robbins, Brian Tracy, Jim Rohn, T. Harv Eker, Jay Conrad Levinson, Al Ries, Robert Brinkerhoff, Ann Rolfe, Hale Dwoskin, Hans Lenhard, Tony Buzan, Thomas Crane, Robert Tucker, Stephen M.R. Covey, and Jack Canfield. She had undertaken a one-month Business and Economy Category study-tour of Japan and its prefectures sponsored by Japan International Cooperation Agency from July to August 1994. She was also selected to participate in a three-week Australian Awards Fellowship program on "Mentoring for Organizational Excellence" in Brisbane, Canberra and Sydney last October 2013.

Ms. Alcaraz has conducted vision and mission, work attitude and values enhancement, corporate culture, and strategic planning programs for A. Soriano Corporation, AGC Flat Glass,

Avon Asia Pacific (Thailand), Capital One, Dos Palmas Palawan, El Nido Resorts, Fujitsu Philippines, Hewlett Packard, ID8, Il Hwa, Island Transvoyager, Inc., Mega Fishing Corporation,

Metro Cebu Water District, Misibis Bay Resort, People Management Association of the Philippines, Records Safekeeping, Regent Garments (Vietnam), SPL Capital Markets, Stellar Fisheries, Stratworks Marketing Communications, SunPower Philippines, Tarlac Electric, The Farm at San Benito, and Transnational Diversified Group.

She has facilitated communication, business writing, presentation, and train-the-trainer workshops for Accenture, AOL Member Services, Agilent Technologies (Malaysia), Analog Devices, Aon Philippines, Arab Scout Organization (Egypt), Asian Business Solutions, Bangko Sentral ng Pilipinas, Bayantrade, Bayer Philippines, Bureau Veritas-BVQI (Philippines, China and Vietnam), Chevron Philippines, Chowking Foods Corporation, Nestle (Vietnam), Dell Asia Pacific (Philippines, Indonesia, and Thailand), Dole Asia-Stanfilco, Emerson Climate Technologies, Employee Provident Fund (Malaysia), ePLDT-Ventus, Eli Lilly Philippines, Ericsson Philippines, Far East Maritime Foundation, Federal Express, First Asia Institute of Technology and Humanities, First Philippine Holdings Corporation, Ford Motors Philippines, Institute of Bankers (Malaysia), International Distillers-Diageo, Lear Automotive Services, Lilly Philippines, Magsaysay Group of Companies, Mirant Sual Power Corporation, Navitaire, Nestle (Vietnam), Philips Semiconductors, Professional Insights Marketing Services, Roche Philippines, Sanofi Aventis, Schneider Electric, Security Bank, SkyCable, Solutia (Singapore), Tarlac Electric, Triquint Semiconductors, Toyota Motor Philippines, Transnational Diversified Group, United Nations (Congo, Mali, Sudan and South Sudan in Africa), Unilever Philippines, Union Galvasteel Corporation, and Zenith Foods Corporation.

Some of her clients for coaching and mentoring, supervisory, leadership, and management development include AGC Flat Glass, Agilent Technologies (Malaysia), AIG Shared Services, AKEPT (Malaysia), Bangko Sentral ng Pilipinas, Bayer Philippines, Best Western Hotel La Corona, Bahay Financial Services (BFS), Boehringer-Ingelheim, Bostik Philippines, Cabanatuan Electric Corporation, Canon Marketing Philippines, Capital One, Church of Jesus Christ of Latter Day Saints, CP Foods (Thailand), Conti's, Cuu Long JOC (Vietnam), DMCI Homes, DMCI Power, De La Salle University, Dolmar Property Ventures, EMCI Philippines, Energy Development Corporation, Fast Logistics, Fil-Estate Realty Development, Globe Telecom, Golden ABC, GXS Philippines, Indra Philippines, Innodata-Isogen, Intel Philippines, Laus Group of Companies, Littelfuse, Logica, MacroAsia Catering Services, Marketing Convergence, Mister Donut, Motorola (Malaysia), National Computer Systems-NCS (Singapore), Nidec Motor Corporation, Oracle Philippines, Orica Philippines, Palafox Associates, Philippine Australian Human Resource and Organization Development Facility (PAHRODF), Philippine Batteries Corporation, Philips Electronics and Lighting, Progressive Development Corporation-Araneta Group, Provincial Road Management Facility, Public Bank (Malaysia), Purefoods Corporation,

PZ Cussons (Thailand), Roche Philippines, Rotary Club, San Miguel Purefoods, Safeway Philtech, Sanofi (Vietnam), Semirara Mining Corporation, SGS-Far East Limited, Siam Cement

Group (Philippines and Thailand), SM Supermalls, STEAG State Power, Steelcase (Malaysia), Stratworks Marketing Communications, The Medical City, Vietnam Japan Gas (Vietnam), VietnamWorks (Vietnam), Wyeth Philippines, YKK Zipper.

Ms. Alcaraz has conducted sales, marketing, customer service, and negotiation skills programs for Asian Terminals, Axis Reit (Malaysia), Ayala Center, Ayala Land, Ayala Insurance Brokers, Bristol Myers Squibb-Mead Johnson, Byloz Clothing Company, Caterpillar-Monark Power Systems, Cebu Holdings, Charter Chemical & Coating - Davies Paints, Chartis Insurance, CP Foods, Dell Asia Pacific (Philippines and Thailand), Diethelm-DKSH (Vietnam), Dry Dock Corporation, First Oceanic Property Management, Globe Telecom, GXS Philippines, Hewlett Packard (China), Hongkong & Shanghai Banking Corporation, IBM Business Services, Inquirer Group of Companies, Marketing Convergence (SM Advantage), New Smart Formulae, Petron Corporation, Philip Morris Fortune Tobacco Corporation, Siemens Philippines, Technical Education and Skills Development Authority (TESDA), Tollways Management Corporation, Toyota Motor Philippines, Travel Café Philippines, U.S. Commercial Service, and Vitarich.

In addition, she has facilitated workshops on personal and professional effectiveness, creativity and innovation, as well as team building and group dynamics for Agilent Technologies (Malaysia), AIG (Philippines, Malaysia, Singapore and Vietnam), Analog Devices, Amway (Vietnam), Asia Pacific College, Bostik Philippines, Chiyoda Philippines, Citibank (Indonesia), Clipsal Manufacturing Huizhou (China), DHL Express, Diversey Philippines, Dolphin Ship Management, First Oceanic Property Management, Fluor Daniel, Gano-Excel Philippines, General Milling Corporation, Great Pacific Life Assurance, IBM Business Services, Intel (Malaysia), Integra Business Processing Services, InWent, Jollibee Foods Corporation, Jotun Paints (Vietnam), Keysight Technologies (Malaysia), Lilly Philippines, Merck (Vietnam), Miriam College, Oracle Philippines, Osram (Malaysia), Philippine National Oil Company, Phu My Plastics & Chemicals (Vietnam), Polytechnic University of the Philippines, Sacombank (Vietnam), PruLife of UK, Sandoz Philippines, Sanofi, Schneider Electric (Singapore), Smart Mobile (Cambodia), Sony Life Insurance, St. Scholastica's College, Sykes Asia, Transnational E-Business Solutions, U.S. Embassy Open Source Center (Thailand), Unilever Philippines, Union Cement-Holcim, United Pulp and Paper Company/SCG Paper, University of the Philippines, University of Sto. Tomas, Vietnam Japan Gas (Vietnam), and Wyeth Philippines.

Ms. Alcaraz graduated with double degrees in BS Psychology and BS in Commerce Major in Human Resources Development, Magna cum Laude-Valedictorian, under the 3-year Honors Program of **St. Scholastica's College, Manila**. She also pursued her MBA degree, Master in Management program, at the **Asian Institute of Management (AIM)**. She is the 2004 Vice President and Conference Chair, 2006 National President and 2012-2013 Chairperson of

the **Philippine Society for Training and Development (PSTD)**. She is part of the 2007-2008 Board of Directors and 2009 Board Secretary and National Conference Chairperson of the **People Management Association of the Philippines (PMAP)**. She is the 2010-2015 Vice President and 2016 President of **ARTDO International** (previously Asian Regional Training & Development Organization).

Testimonial

"Serely is very knowledgeable and an expert on the subject matter. She spoke very clearly and the participants are very responsive to her. I want to see her again in other IBM workshops."

"The trainer is lively and enthusiastic about the subject and displays thorough knowledge and experience. She is also down to earth, honest and realistic in sharing her own challenges and how she has overcome it. Excellent."

"I like the fact that the trainer is able to share other relevant information not in the material and very helpful in providing a lot of references for further readings. She is able to customize the training according to our needs."

"She's a great trainer – the best so far. She was able to present the topic and materials well. She was able to hold the interest of the trainees."

Managers and Team Leaders
IBM Business Services

"She exudes a positive and good energy. Her enthusiasm is infectious. She knows how to adjust and adapt to the culture of the class. Thanks Serely for imparting your knowledge and experience to all of us."

"The course leader is very knowledgeable about the subject matter. She facilitates the discussion very well and draws out ideas from the attendees. She acknowledges them promptly and gives opportunities for all to share."

Senior Managers and Directors
Oracle

"Serely is a great facilitator. Very engaging."

"The training is not boring. I learned a lot from this training. Thank you for the opportunity."

"This is a total opposite of the previous training I attended. The facilitator was able to ensure engagement from the participants."

"The speaker was able to provide support to the participants, she was able to engage us and the session was lively."

Senior Managers
Roche

"Good job, Serely! Love the relevant examples you gave! Interesting program."

"Very enthusiastic motivator (course leader). Keep up the good work."

"Really good course leader. Many illustrations and personal experiences inspired me."

"Course overall is great. The trainer mastered the material and bond very well with the group."

Managers and Team Leaders
Citibank Jakarta

"Excellent, informative, motivating and inspiring."

"Very, very good speaker – engages the participants and highly energetic."

"The course leader is very competent. She is well prepared and able to transfer knowledge and skills to the participants."

"Learning experience is great and fun. You will not be bored."

"Very dynamic. Expert in the field. Teaches with the heart."

Managers and Supervisors
Siam Cement Group



KC LEE

B.Eng. (Hons.) – University Technology Malaysia
MBA (Distinction) – Asian Institute of Management
Professor, Asian Institute of Management (eMBA)

HIGHLIGHTS

- Certified Facilitator & Instructor for John Maxwell's Developing the Leader Within You™, The 360° Leader™, Winning with People™, DISC Behavior Profiling Assessments™, Essential Coaching Skills, The Heart of Coaching™, The Leadership Challenge®, Five Dysfunctions of a Team, Thinking Competencies, Principled Negotiation Skills, Leading Through Storytelling, High Impact Presentation.
- General Project Manager of a Japanese multinational based in Thailand, Philippines and Vietnam.
- Extensive strategic project operations, leadership and negotiations skills in large-scale telecoms & IT infrastructure projects, with well-rounded people skills in multi-cultural settings.
- Adjunct Professor, Asian Institute of Management, Philippines.
- Certified Coaching & Mentoring Professional (CCMP).
- Plenary Speaker at Civil Service Commission Leadership Seminar 2016, Philippines, Global Leadership Conference Wanek, Vietnam 2015 and Vietnamworks HRM Conference.
- Facilitated workshops in Malaysia, Singapore, Thailand, Vietnam, Indonesia, Philippines, Tanzania, and South Sudan.
- Trained and coached business executives in various industries, including clients such as Intel, Altera, Agilent, OSRAM, Motorola, Renesas, B Braun, Bosch, X-Fab; Lazada, 701Search, Microsoft-Nokia ; Citibank Jakarta, Public Bank, Standard Chartered Bank, Pepsico, MEMC, Singapore Press Holdings, Star Paper, Tourism Sabah, TTC Group (Vietnam), Windsor Hotels, Zhulian, SP Setia ; Johor Port, Japan Tobacco International, Monash University ; BASF, Akzonobel, First Solar, Jotun Paints, Regent Garments, VinMec, Sanofi, Bank of Tanzania, United Nations Mission, South Sudan.

BIOGRAPHY

With more than 25 years of broad experience across the telecoms and IT industry in Asia Pacific, KC Lee is a leader who is passionate about technology, human development and lifelong learning. His assignments with Sumitomo Electric and Fujikura in progressive senior management roles in the areas of project management, company operations and negotiations in various cross-cultural environments in Thailand, Philippines and Vietnam earned him an extensive wealth of experiences in strategic management, leadership, people skills, problem solving and a deeper appreciation of the dynamics of critical and creative thinking, decision biases, and behavioral sciences.

From 1999 to 2003, KC led in the overall management and successful completion of a series of turnkey infrastructure projects – valued close to 1 Billion Philippine Pesos – that led the company to a turnaround in operations profitability in 2001.

In 2006, with growing competition in a diminishing telecoms infrastructure market, KC was tasked to strategize and develop alternative markets for Fujikura's products and services. He successfully led a pioneering team that helped introduced Fujikura's FTTH (Fiber to the Home) technologies as a first-mover solution to the leading telecom operator in the Philippines. His innovative marketing endeavors in the new technology culminated in the first citywide private fiber network successfully installed at Makati City. This approach was later adopted and introduced in other regions in India, Thailand and Malaysia.

In later years, KC was tasked to oversee the total operations of the company, where he was responsible for the strategic planning, business development, financial results and overall performance of the company. His able leadership skills, influence and work ethics are demonstrated by the fact that he is the longest tenured non-Japanese employee with the firm.

His community affiliations included the Hope of Thai People Foundation (in Bangkok, Thailand) from 1990-1997 where he volunteered in mentoring programs for the youths and young professionals. In the Philippines, apart from similar mentoring programs with local community groups, KC was a regular resource speaker for the "Center for Servant Leadership Philippines", a part of the Robert Greenleaf Center for Servant Leadership that advocates servant leadership in the workplace through seminars and conferences for private and public institutions.

KC holds a Bachelor in Electrical Engineering (with honors) from the University of Technology (Kuala Lumpur, Malaysia) and earned his MBA (with distinction) from the Asian Institute of Management (Makati, Philippines).

In 2008, he was appointed an Adjunct Professor with the Asian Institute of Management handling sessions on Information Technology, Leadership, and People Skills in both the Executive MBA and MBA programs of the Institute.

KC is a plenary speaker in international conferences in Philippines and Vietnam. He actively facilitates workshops for clients in Malaysia, Singapore, Thailand, Vietnam, Philippines, and Vietnam. His clients are from various industries including Intel, Altera, Agilent, OSRAM, Motorola, Renesas, B Braun, Bosch, X-Fab; Lazada, 701Search, Microsoft-Nokia ; Citibank Jakarta, Public Bank, Standard Chartered Bank, Pepsico, MEMC, Singapore Press Holdings, Star Paper, Tourism Sabah, TTC Group (Vietnam), Windsor Hotels, Zhulian, SP Setia ; Johor Port, Japan Tobacco International, Monash University ; BASF, Akzonobel, First Solar, Jotun Paints, Regent Garments, VinMec, Sanofi, including the Bank of Tanzania in Dar-Es-Salaam and United Nations Missions South Sudan.

KC may be reached at KC.Lee@itdworld.com



Excerpts of participants' feedback on KC's workshops

"Knowledgeable and willing to share real life example. Good motivator and Change the perspective on problem solving."

"He shares a lot of his real life experience and this info can't be get from textbook"

"Very efficient delivery and impeccable speaker. Inspirational course content, sharing of experiences."

An incredible and outspoken instructor.
He is knowledgeable in what he is presenting."

"Overall the training & coaching is good. Trainer is knowledgeable and able to see things in different perspective."

"Course content is good, provides knowledge. Instructor is lively, good sense of humor and provide life examples & experience."

"The course Leader was astonishing, compassion, knowledgeable and the program overall was good.."

"The course Leader has conducted the training program in such a lively manner where he was able to draw my attention thru the whole session, gave good examples and advice which I think will be very useful in my life."

"Able to share his real life experience and make the class interesting."

"Very interesting course and Course Leader is actively engaged with participants making it inductive to learning."

"Course Leader is able to relay clear and effective messages and created a lively atmosphere."

Interesting and full program even something over in the length of 2 days.
Very professional, knowledgeable and experienced trainer

He keeps delivering attractive speaking at high pace
--> audience need to very focus all the time



HIGHLIGHTS

- Certified Instructor for ITD Mega Guru Signature Program *The 360° Leader*(John Maxwell) & *Developing The Leader Within You*(John Maxwell)
- Expert in Communication, Business Writing, Speaking and Presentation Skills and related programs
- Highly passionate international trainer and facilitator with vast experience across the Asia Pacific region
- Retired army officer of 28 years of service
- Accumulated wide experience in the field of logistics as well as in leadership, training, service writing and resource management
- Mentored by Gerald Green, a Toastmaster Accredited Speaker

AREA OF EXPERTISE

- Business Writing
- Communication
- Leadership & Supervisory Disciplines
- Speaking and Presentation Skills
- Coaching & Mentoring

BIOGRAPHY

Edwin Godfrey Johnson served in the Malaysian Army for 28 years and retired in the rank of Lieutenant Colonel. During his service in the Malaysian Ordnance Corps, an integral branch of Armed Forces Logistics Service, he attended professional courses (both locally and overseas) on Inventory Management, Planning and Work Study, Personal Management, Military Tactics and Training Methodology. He graduated from the Armed Forces Staff College in 1980 with a Diploma in Military Studies. Edwin is a Master trainer for John Maxwell's program *The 360 Leader* and *Developing the Leader within You*. He is also a certified trainer for Essential Coaching and Mentoring Skills program offered under the CERTIFIED COACHING & MENTORING PROGRAM by the Institute of Training and Development (ITD World).

Edwin has accumulated wide experience in the field of logistics as well as in leadership, coaching and mentoring, training, service writing and resource management. He has been conducting training programs in the private sector since 1995 and has often received excellent feedback from the participants. He has also presented a paper at ARTDO International Conference in year 2010 relating to the Importance of Leadership in today's business world.

After military service he was a full time agent for 10 years with Prudential, a multinational Insurance firm. He did well in life insurance sales and was Runner-up in the Northern Region Unit Trust Sales award in 2003. Since then, Edwin has been full- time in training and development where he has inspired many by his leadership qualities and expertise as a trainer.

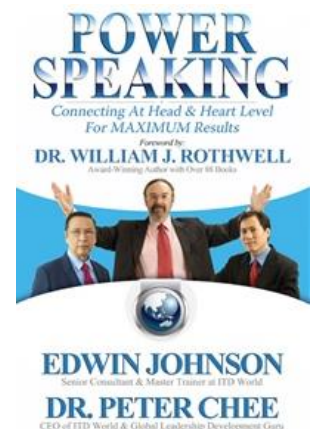
He began his career as a corporate trainer with Speech Dynamics (mentored by Gerald Green, Toastmaster Accredited Speaker), training in courses on Public Speaking Skills, Conversational English for the Hospitality Industry, Telephone Communication Skills and Articulation Skills for Toastmasters. He was also a part time trainer for the Malaysian Institute of Management (Penang Branch) from 1995-2005, conducting courses in Supervisory Skills and Business Communication. Since then, he has been with ITD World as a Senior Consultant and Trainer.

He has expanded his range of courses to cover Leadership, Coaching and Mentoring, Communication Skills for Supervisors, Developing Effective Supervisory skills, Telephone Skills for Customer Service, Business Writing Skills for Managers and Secretaries, Developing Effective Speaking and Presentation skills. Based on his wide experience in Speaking and Presenting, he recently co-authored a book **"Power Speaking, Communicating at Head and Heart Level for Maximum Success"** with Dr. Peter Chee, CEO of ITD World.

Edwin has a passion for training, seen in his interaction with course participants, his humorous and relaxed style in order to promote 'Learning in moments of enjoyment.'

The following are some of the organizations he has conducted in-house courses for:

VID Public Bank (Vietnam), SACOMBANK (Vietnam), Nestle (Vietnam), Lion Insurance (Vietnam), Siloam Hospitals (Jakarta), Citibank (Jakarta), ACS International (Singapore), National University of Singapore, Nanyang Tech University (Singapore) Central Bank Philippines, Amadeus (Bangkok), Penang Mutiara Beach Resort, Golden Sands, Equatorial Hotel, City Bayview, Rebek Marina (Langkawi) Cititel Penang, Aesculap Malaysia, Agilent Technology, B.Braun, Bank Negara, BradyTechnology, CIMB, Citigroup Trade Services, Hwang DBS Securities, Iomega, IJM, Johnson & Johnson, Pensonic, Robert Bosch, Read-Rite, Schott



Glass Malaysia, Invest Penang, BKE Sdn. Bhd., Titan Petrochemicals, IOI (JB), VS Industries, Intel,(Penang & Kulim), Cameron's International (JB) JTI Financial Services, SP Setia, Malaysia Airports Bhd., The Nottingham University Malaysia Campus ,Philips Lumileds Lighting Company, First Solar, Petronas Dagangan.

This list extends to the several other leading organizations which also subscribe to public courses he has facilitated in - John Maxwell's Leadership Programs and ITD World's Certified Coaching & Mentoring Professional (CCMP) Course.



DR. PETER CHEE, P.K.T, D.J.N

HIGHLIGHTS

- President and CEO of ITD World: The Global Learning Solutions Expert.
- Author of: Coaching for Breakthrough Success with Jack Canfield.
- Inventor of the Situational Coaching Model (SCM) The Coaching Principles (TCP) and Achievers Coaching Techniques. (ACT)
- First Asian in the world to author books with Brian Tracy, William Rothwell and Jack Canfield who holds the Guinness Book of Records for the most books on New York Times Best Seller List with 210 books and 125 million copies in print.
- Author of: Becoming and Effective Mentoring Leader with William J. Rothwell who is an award winning author of over 80 books and Professor at Pennsylvania State University.
- Author of: The 12 Disciplines of Leadership Excellence with Brian Tracy who has written 53 books in 38 languages,
- Trained and developed leaders from over 80 countries with over 26 years international experience.
- Doctor of Business Administration Degree from the University of South Australia, MSc. in Training and HRM from the University of Leicester, UK.
- Chief Coach and developer of the Certified Coaching and Mentoring Professional (CCMP) program, Advance Certificate in Coaching and Certificate in Performance Coaching which is accredited and recognized by ICF (International Coaching Federation)
- Asia's Mega Guru and Leading Success Coach
- Baden Powel fellow of the World Scout Foundation, bestowed by the King of Sweden, and President of ARTDO International in 2004 and 2010.

AREAS OF EXPERTISE

Personal Excellence & The Success Principles-Techniques for Breakthrough Results

Coaching & Mentoring Excellence

Leadership & Team Excellence

Work, Life and Time Management

Motivation & Performance Management

Sales & Marketing Excellence

Human Resource Development

Strategic Management

Creativity & Innovation

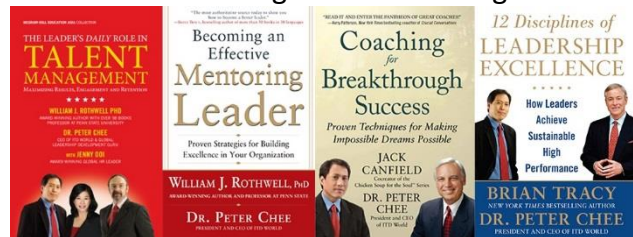
BIOGRAPHY

Dr Peter Chee is the President and CEO of ITD World, a leading multinational corporation for Human Resource Development. With Dr.Chee's leadership contribution for over 26 years, ITD World has established itself as a global learning solutions expert.

Dr. Chee holds a Doctor of Business Administration degree from the University of South Australia (UniSA), and an MSc. in Training and HRM from the University of Leicester, UK, and was also a Graduate of the Chartered Institute of Marketing, UK. He holds a Certificate in Change Management and Performance Consulting from Pennsylvania State University- that was ranked the #1 university in the USA for postgraduate programs in HRD and the Certificate in Human Performance Improvement (HPI) from The American Society of Training and Development (ASTD).

At the peak of his educational pursuit at the doctoral level, Dr. Chee shared the most challenging learning platform with Presidents and top level researchers from leading international organizations. In this endeavour he achieved exemplary results as the most outstanding scholar with top results. He obtained distinctions for all doctoral assignments with the exception of the most important one for which he achieved a high distinction.

Dr. Chee has developed close partnership with best-selling and award winning author William J. Rothwell, who has written of over 80 books and Jack Canfield, the world's leading success coach and authority on peak performance who holds the Guinness Book of World Records for the most books on New York Times best seller list with 210 books and 125 million copies in print. Dr. Chee and Dr. Jack Canfield are co-authors of Coaching for Breakthrough Success whereas Dr. Chee and Dr. William Rothwell are co- authors of the book entitled Becoming an Effective Mentoring Leader. He is also the author of The 12 Disciplines of Leadership Excellence together with Brian Tracy. Dr. Chee also worked in partnership with world renowned innovation guru, Robert B. Tucker to develop the Tucker Innovation Model.



In his pursuit of excellence, Dr. Chee believes in learning from the best to be the best. He is fortunate to have been coached and mentored and being given the opportunity to personally learn from many of the world's leading gurus and best- selling authors such as John C. Maxwell, Kenneth Blanchard, Thomas G. Crane, Tom Peters, Tony Buzan, Robert Tucker, Anthony Robbins, William J. Rothwell, Jack Canfield and Brian Tracy.

Dr. Chee has trained and developed leaders and senior executives from over 80 countries in the world and presented many papers at national and international HR, Leadership and Management conferences. Dr.Chee's training, coaching, consulting and research experience

resonate in the areas of Personal Excellence, The Success Principles-Techniques for Breakthrough Results, Leadership and Team Excellence, Coaching & Mentoring Excellence, Work, Life & Time Management, Motivation & Performance Management, Strategic Management, Sales and Marketing, Human Resource Development, Creativity and Innovation.

Dr. Chee was the Inventor of The Coaching Principles (TCP) the Situational Coaching Model (SCM) and Achievers Coaching Techniques. (ACT) He is a leading certified trainer for Dr. John C. Maxwell programs (the world's #1 Leadership guru) and Zig Ziglar programs (the world's #1 Motivation guru) and a certified master trainer for Jack Canfield programs. Dr. Chee is the Chief Coach and developer of the Certified Coaching and Mentoring Professional (CCMP) program, Advance Certificate in Coaching and Certificate in Performance Coaching which is accredited and recognized by ICF (International Coaching Federation).

In the international HRD arena, Dr. Chee was the President of ARTDO International (Asian Regional Training and Development Organization) in 2004 and once again in 2010. ARTDO International, established in 1974, is a non-profit professional umbrella body that brings together renowned national HRD bodies, local and multinational companies active in HRD work and HRD professionals from over 38 countries around the world particularly the Asian Region.

Dr. Chee is a Baden Powell Fellow of the World Scout Foundation bestowed by the King of Sweden. With his commitment to a societal oriented philosophy, ITD World has been actively involved in social and charitable work. ITD's Love thy Nation campaign has channelled large funds to support the needy sections of respective national societies.

Over the years the organisation led by Dr. Chee has earned a sound reputation as a leading multinational training and HRD provider that has successfully produced thousands of master's and doctoral degree graduates occupying top positions in organisations. In the conduct of his various activities, Dr. Chee led ITD World into strategic regional partnerships with leading world class universities, institutions, gurus and professional bodies in the USA, Europe, Australia, Singapore, Malaysia, Thailand, Vietnam, Philippines and many other countries.

Dr. Chee has fulfilled many of his dreams. His passionate purpose driven life is to transform leaders and change the world with love for God and people. He is a strong believer and practitioner of life coaching and mentoring that evokes excellence in others for greater success and happiness in life. He lives close to the sea and hills of the beautiful island of Penang with his wife Eunice and daughter Adelina.

Some Comments from Clients

"My overall score for Dr. Chee as our course leader is 100%. This is an excellent program that I would recommend Intel leaders to take." - **Lee Meng Yong, Manager, Intel**

"The feedback from all participants is so great that they told me this is the best training they ever attended." - **Stephanie Tran, HR Manager- MAST Global**

"100%- Excellent, Dr. Peter is the best coach and trainer I ever met." -**Ahmad Jais, Senior Management, TDM Bhd.**

"Awesome speaker, very sincere and professional, I would rate your program 99.9%." -**Ahmad Sobri, Intel.**

"Peter is fantastically inspiring." -**V. Vangamani, Senior Director Smart Modular Technologies**

"Your motivational training has brought out the best in me and as a result, I am so happy that I have been promoted!" - **Indriati Lukitasari, Senior Manager-Maybank**

"Dr Peter Chee trained many of our leaders at PMPC, Petronas Group and the results are most satisfying. Breakthrough goals are realized and the whole organization goes to a higher level." -**Akhbar Md Thayoob, CEO Petlin- Petronas Group**

"Dr. Peter Chee developed many leaders from Citibank and the outcome has always exceeded my expectations. On a scale of 1-10, I would rate his performance as 10.5." -**Roger Collantes, Regional Director, Citibank**

"The effectiveness of Dr, Peter Chee is as a coach and speaker is just amazing. I am so glad we engaged him, great achievements are obtained and lives changed for the better." -**Tran Hoang Heip, Sacombank, Vietnam**

Some Endorsements

"Canfield and Chee have crafted the standard for anyone wanting to be an effective coach. Their actionable and timeless wisdom shows up through principles, questions, quotes, cases, and tools that will enable any aspiring coach to achieve their aspirations. Anyone being coached should make sure that their coach knows and follows these standards."-**Dave Ulrich, Professor, Ross School of Management, University of Michigan, Author of "Leadership Sustainability"**

"After years of working as an executive coach, I slowly came to the realization that knowing *the answers* to the tough questions wasn't as important as knowing *the right questions to ask* in the first place. This book provides just such resources. Read it and enter the pantheon of great coaches!" - **Kerry Patterson, four-time New York Times bestselling author of *Crucial Conversations***

"*Coaching for Breakthrough Success* masterfully shares extremely powerful questions, the heart of professional coaching approaches. The Situational Coaching Model combined with the wonderfully long, and comprehensive list in many chapters will dramatically inform you're coaching and empower your clients. This is a 'must have' for any professional coach who wants to take their clients to new heights of understanding and transform their effectiveness. Extremely well done!" -**Thomas G. Crane, author of "The heart of Coaching-Using Transformational Coaching to Create a High Performance Coaching Culture"**

"*Coaching for Breakthrough Success* is the most exciting and innovative book on the art of coaching to come along in years. Using their Six Paradigms of Situational Coaching, Canfield and Chee show step by step how anyone, anywhere can assist others in improving performance, and achieving personal

satisfaction in life.” **-Robert B. Tucker, innovation expert and author of “Innovation is Everybody’s Business”**

“This powerful, practical book gives you the tools and strategies you need to be an excellent business and executive coach, to help your clients in every area, and to build your coaching business profitably.”
-Brian Tracy, author of over 58 books in 38 languages

“The ability to coach is the very essence of effective leaders. Engaging the heart and inspiring the mind will unlock the utmost potential of people in any organisation. This book puts it all together and provides proven techniques to achieve breakthrough performance. I believe it will have a profound impact on you as it has done for me and my organisation.” **-Thomas Soo, General Manager, Intel Technology**

“Coaching is one of those terms that is thrown around on nearly a daily basis in modern management circles. But what does coaching mean? What should people do to make coaching effective? Why is coaching so valuable? These otherwise vague questions are insightfully answered in this outstanding book.”
-William J. Rothwell, Ph.D., SPHR, Professor, The Pennsylvania State University and Author of over 80 books

“Coaching for Breakthrough Success” contains practical techniques to help you engage the hearts and minds of your people and inspire them to realize their fullest potential.” **-Christopher Goh Soon Keat, Director, Global Learning and Leadership Development, Agilent Technologies Singapore (International) Pte Ltd**

“*Coaching for Breakthrough Success* has had a profound effect on me, as well as the people in my workplace. My team has told me that since studying Jack and Peter’s book I have become a better listener, communicator and leader. The decisions we now make are *our* decisions, and my staff are taking more ownership of the work they do. My career development has come on leaps and bounds after I applied what I learned from this book.” **-Nick Jonsson, General Director, Sophie Paris**

- ITD PROFILE -

Mission:

Transforming leaders and changing the world for the better.

Vision:

The #1 global leadership development expert

Core Values (LISTEN):

Love, Innovation, Synergy, Trust, Excellence and Nurture

Competitive Advantage Statement:

ITD World is an ISO certified & award winning Multinational Corporation that provides the world's best leadership development solutions to leading global organizations. We offer comprehensive & innovative solutions that produce superior results.

Core Activities & Resources:

Talent and Leadership Development; Corporate Training and Consulting; Professional Competency Certification; Mega Events and Seminars; Coaches, Mentors and Speakers Bureau; Community Services and Campaigns. Over 238 world-class programs and more than 100 dedicated mega gurus, top international resource persons, trainers, speakers, coaches and consultants from around the world.

Exclusive Mega Gurus:

Dr. John C. Maxwell, Dr. William Rothwell, Dr. Jack Canfield, Dr. Peter Chee, Brian Tracy, Robert Tucker, Thomas G. Crane.

Awards & Publications:

Winner of the ARTDO International HRD Excellence Award in recognition for outstanding contribution to international Human Resource Development and bestowed the Brand Laureate International Award for the Best Brand in Training. Cutting edge books co-authored with the world's Top Mega Gurus - "Coaching for Breakthrough Success," "12 Disciplines of Leadership Excellence", "Becoming an Effective Mentoring Leader" and "Talent Management."

Clients Include:

Intel, IBM, United Nations Missions, American Embassy, Agilent, Dell, Motorola, Nike, First Solar, Accenture, Citibank, Central Bank of Malaysia & Philippines, DHL, Ericsson, OSRAM, Infineon, Siemens, B Braun, Bosch, Schneider, Saint Gobain, Toyota, Ajinomoto, Samsung Vina, Singapore Press Holdings, Capitaland, PT Telkom, Siam Cement Group, CP Group, BaoViet, Sacombank, PetroVietnam, Petron, SM Supermalls, Thai Airways, Philippine Airlines, Shangri-La Hotels, Six Senses Resort, Sheraton, Prudential, AIA, GSK, MSD, Bayer, Johnson & Johnson, Unilever, Nestle.

ITD WORLD'S CENTRES OF EXCELLENCE

MALAYSIA - ITD PENANG - Head Office

Suite 23-A, 23rd Floor, Menara Northam, 55, Jalan Sultan Ahmad Shah,
10050 Penang, Malaysia.

Tel: +604 2283869 | Fax: +604 2286869 | E-mail: itdpg@itdworld.com

MALAYSIA -ITD KUALA LUMPUR

Level 3, Block D, Plaza Mont' Kiara, 2 Jalan Kiara, Mont' Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6203 3880 | Fax: +603 6203 3830 | E-mail: itdkl@itdworld.com

THAILAND - INTERNATIONAL ITD LTD

128/213 20th A Floor Payatai Plaza Phayathai Road, Tung Phayathai Ratchathewi,
Bangkok, 10400, Bangkok, Thailand.

Tel: +662 129 3256 - 9 | Fax: +662 129 3247 | E-mail: itdbkk@itdworld.com

VIETNAM - ITD VIETNAM

Pax Sky Bldg., 34 Pham Ngoc Thach, Ward 6, District 3, Ho Chi Minh City, Vietnam.

Tel: +84 8 3825 8487 | Fax: 84 8 3825 8483 | E-mail: itdhcmc@itdworld.com

PHILIPPINES - ITD CONSULTING GROUP INC

11/F Unit 1108-88 Corporate Centre, 141 Valero Street, Salcedo Village,
1227 Makati City, Philippines.

Tel: +632 887 7428 | Fax: +632 844 8874 | Email: itdmanila@itdworld.com

SINGAPORE - ITD INTERNATIONAL PTE LTD

7030 Ang Mo Kio Ave 5, #09-90 Northstar @ AMK, Singapore 569880.

Tel: +65 9737 5109 | Fax: +65 6223 6521 | E-mail: itdsg@itdworld.com

CAMBODIA - ITD-LDC (LEADERSHIP DEVELOPMENT CENTRE)

#10AE1, St. 300, Sangkat BKK II, Khan Chamkarmon, Phnom Penh, Cambodia.

Tel: +855 23 555 0505 | Fax: +855 23 224 598 | E-mail: training@ldcasia.com

INDONESIA - ITD-GLC (GLOBAL LEADERSHIP CENTRE)

Menara Citicon, 11th Floor, Suite E Jalan Letjen. S.Parman Kav. 72, 11410 Jakarta,
Indonesia

Tel: +62 21 2930 8710 | Fax: +62 21 2930 8747 | E-mail: info@glcworld.co.id