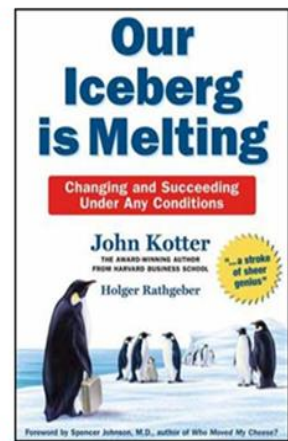
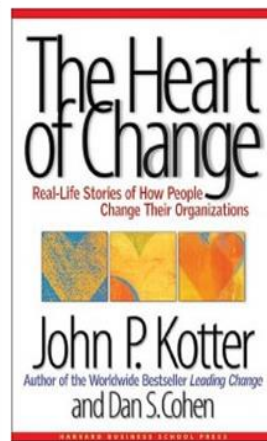
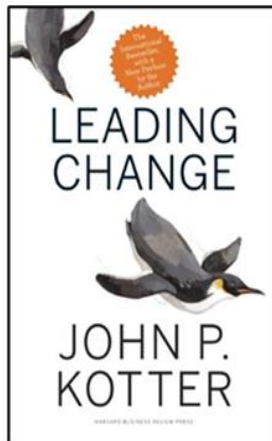


# Change Essentials™ | Our Iceberg is Melting Workshop



*Leading Change from Mind to  
Muscle, to Mastery*

**mq Training Coaching Consulting**

e-mail: [customerservice@mq.com.my](mailto:customerservice@mq.com.my), website: [www.mq.com.my](http://www.mq.com.my)

# Change Essentials™ I

## Our Iceberg is Melting Workshop – details

<b>Overview</b>	<p>An interactive workshop experience that teaches leaders at all levels to drive change through the practical application of John Kotter's <b>PROVEN PRINCIPLES</b> for effective change.</p> <p>The experience connects the heart of those who must embrace and lead change today with the mindset necessary to ensure future success.</p> <p>In a 2-day workshop, participants first learn the 8 Steps for Successful Change and 4 Critical Leadership Principles that must be in place to ensure successful change. Next they explore and practice how to get and keep people on board in supporting change with a sense of urgency. The workshop ends with a change action plan drawn up by participants.</p> <p>The program is based on decades of research by Dr. John Kotter, Professor (Emeritus) of Leadership at Harvard Business School and Director of Research for Kotter International, a management consulting firm. Dr. Kotter is a well-known thought leader in the fields of business, leadership, and change and has authored many books including <i>Leading Change</i>, an international bestseller.</p> <p><a href="https://www.kotterinc.com/8-steps-process-for-leading-change/">https://www.kotterinc.com/8-steps-process-for-leading-change/</a></p>
<b>Objectives</b>	<ul style="list-style-type: none"><li>▪ Explain the 8 Steps for Successful Change and related core leadership principles</li><li>▪ Apply core principles of effective change to your own situation and identify ways to enhance its success</li><li>▪ Recognize the behaviors that occur when people are on board, bought in and actively supporting a change</li><li>▪ More effectively engage others in change by addressing their diverse needs</li><li>▪ Apply tactics to increase urgency and active support for a change</li></ul>

<b>Target Participants</b>	<ul style="list-style-type: none"> <li>▪ Senior Management team</li> <li>▪ Change Management team</li> </ul>
<b>Group Size</b>	<ul style="list-style-type: none"> <li>▪ 12 – 16 pax per class</li> </ul>
<b>Duration</b>	<ul style="list-style-type: none"> <li>▪ 2- day</li> </ul>
<b>Training Format/ Mode of Delivery</b>	<ul style="list-style-type: none"> <li>▪ Lecture cum workshops, individual reflection, group processing and individual and team-based decision-making.</li> </ul>

# Change Essentials™ I

## Our Iceberg is Melting Workshop - outline

TOPICS	DESCRIPTION
<p><b>Module 1:</b> <b>Introduction</b></p>	<ul style="list-style-type: none"> <li>▪ Participants learn about the goals and objectives for the session, form teams, and hear about the range of changes people in the room are involved in.</li> <li>▪ Participants learn about the rates of failure for change in organizations, and that there are eight steps and key leadership principles proven to create successful change. They rate how much change they are experiencing today, and learn that this environment makes effective change leadership even more important.</li> <li>▪ The facilitator provides an overview of the day's content and activities, and talks about the leadership activities — based on the 8 Steps and key principles — that they will be focusing on for the day.</li> </ul>
<p><b>Module 2:</b> <b>How to Help Build a Foundation for Success</b></p>	<ul style="list-style-type: none"> <li>▪ Participants learn about the components that must be in place so that change can succeed: The research-based 8 Steps for Successful Change (and the key success factors for each) and the core principles of effective change (e.g., head and heart), and how to deliver on them.</li> </ul>
<p><b>Module 3:</b> <b>How to Build Urgency for Ideas and Initiatives</b></p>	<ul style="list-style-type: none"> <li>▪ Participants learn what true urgency looks like and what leaders of change need to do to build and maintain it. They learn that people have different communication needs, and therefore respond differently to messages about change.</li> <li>▪ Participants identify the characteristics of their own “change style” and choose ways to adapt it so that they can build buy-in with and leverage the strengths of different styles.</li> <li>▪ Then, applying the principles for building buy-in with different styles, they work on building momentum (through true urgency) for an idea (a change they wish to make) or a current change initiative. They work to gather the breadth of support necessary for their change to succeed by identifying the people who need to be urgent and developing messages that both appeal to all styles and rise above the din of competing messages.</li> </ul>

# Change Essentials™ | Our Iceberg is Melting Workshop – consultant profile

## KOO LILY (Malaysia based) Business Performance Consultant Coaching Specialist

Qualification	Key Expertise	Partial Client List
<ul style="list-style-type: none"> <li>• Bachelor of Management (USM)</li> <li>• Associate Certified Meta Coach (NS-NLP)</li> <li>• Certified NLP and Timeline Practitioner</li> <li>• Certified EQ Trainer (6Sec®)</li> <li>• Certified trainer for <b>DRIVE™</b> by Daniel Pink</li> <li>• Certified trainer for <b>Orange Frog, Leading Positive Results™</b> by Shawn Achor</li> <li>• Certified trainer for <b>Our Iceberg is Melting™</b> by Kotter International</li> <li>• Certified trainer for <b>Think On Your Feet*</b></li> <li>• Certificate in Satir Brief Therapy</li> <li>• Member of ICF (International Coach Federation) Malaysia Chapter</li> </ul>	<ul style="list-style-type: none"> <li>• 8-year hands-on retail operation, and more than 10 years corporate selling with remarkable business performance record</li> <li>• 18 years involvement in human development</li> <li>• Work hand-in-hand with clients in their effort to initiate, implement and align corporate working culture including the area of sales and service culture change, business performance and leadership development.</li> <li>• Areas of expertise include: design, develop and train customer service, sales and leadership especially in the area of coaching.</li> <li>• Held various senior managerial positions in local and foreign companies mainly in the areas of operations, sales and marketing.</li> <li>• Worked with more than 300 corporate clients including participants at all levels (from frontliners to senior executives)</li> <li>• Perform one-on-one / team coaching to both corporate and individual.</li> <li>• Possess track record in translating human performance into business results via coaching and consulting</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Malaysia:</b> <b>Banking:</b> Citibank, Maybank, Public Bank, Hong Leong Bank, CIMB Bank, Ambank, UOB, OSK Investment Bank, OCBC Bank</li> <li>• <b>Insurance/ Investment:</b> Great Eastern, AIA, P&amp;O, Commerce Life, CIMB Aviva, HLA, Prudential, Manulife, AIA, Public Mutual, SunLife, Eastspring Investment, AmMetLife</li> <li>• <b>Telecommunications:</b> Celcom, DiGi</li> <li>• <b>Retail:</b> Suria KLCC, SKII, Gucci, Loreal, Leonard Drake, Pan West, Sg Wang, Focus Point, Nike Sales, VOIR, KL Sogo, Louis Vuitton, MST Golf</li> <li>• <b>Transportation:</b> S'pore Airlines, ERL, MISC, GE Aviation</li> <li>• <b>Health Care:</b> Assunta Hospital, Qualitas</li> <li>• <b>IT:</b> CSA, Compaq, Hewlett-Packard, IBM</li> <li>• <b>Hospitality:</b> Concorde Hotel, Sheraton Hotel, Carcosa Seri Negara</li> <li>• <b>Oil and Gas:</b> Petronas, UMW Oil &amp; Gas, PECD, Murphy Sarawak Oil, Emerson, Sapura Acergy</li> <li>• <b>Education:</b> INTI University (Laureate University Group), Berjaya College</li> <li>• <b>Other MNCs:</b> UMW, Motorola, Hewlett Packard, Canon, SONY, Heineken, IPSOS</li> <li>• <b>Singapore:</b> SKII , Pan West, Pfizer Asia Pacific, Eastspring Investments</li> <li>• <b>Indonesia:</b> PT Service Quality Centre</li> <li>• <b>China:</b> Bank of Chengdu, Jiasu Shenzhen</li> <li>• <b>Cambodia</b> Hong Leong Bank</li> </ul>

# ROSHINI GANESAN (Singapore based)

## Communication & Personal Effectiveness Trainer, Facilitator, Coach, Consultant

Qualification	Key Expertise	Partial Client List
<ul style="list-style-type: none"> <li>• Masters in Business Administration</li> <li>• Licensed trainer of John Kotter International's <b>OUR ICEBERG IS MELTING™ – Changing and Succeeding Under Any Conditions</b> (An internationally renowned programme on Leading Change) and Shawn Achor's <b>Happiness Advantage /Orange Frog - Leading Positive Performance™</b></li> <li>• Certified Facilitator in Law of Attraction (MJ Losier)</li> <li>• Certified Practitioner &amp; Master Practitioner in Neuro-Linguistic Programming (Mental Combat and Australasian Institute of NLP)</li> <li>• Certified EQ Trainer (6Sec®)</li> <li>• Accredited Facilitator in Think On Your Feet® (Ken Everett International)</li> <li>• Instructed in group facilitation process of OPEN SPACE®</li> <li>• Certified in the Profiling Tools of The <b>Herrmann Brain Dominance Instrument (HBDI)</b></li> <li>• IELTS Certified</li> </ul>	<p><b>Corporate</b></p> <ul style="list-style-type: none"> <li>• Has been in the corporate training business for over 15 years skilling people in the areas of <b>business presentations, customer service, NLP Skills, and Communication</b></li> <li>• Currently one of only three specially selected trainers to join an MNC's APMEA's team of external trainers to partner internal trainers there, to <u>co-train</u> their <b>New Manager Development Programme.</b> (Dubai, Vietnam, Thailand, Singapore, Malaysia). This unique workshop utilises the use of a simulation for participants to make Leadership decisions based on scenarios and "real-time" events, leading to an overall score reflecting the quality of their decision-making.</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Areas of expertise include: designing, developing and training presentation skills, customer service, positive thinking (Mindset), communication and writing skills.</li> <li>• Trained in over 10 countries and mastered delivery of over 10 different training programmes.</li> <li>• Worked with over 50 corporate clients including participants at all levels (from interns to managing directors to professors and associate professors at a respected university)</li> <li>• Performed one-on-one / team coaching to both corporate and individual.</li> </ul>	<p><b>Malaysia &amp; Singapore:</b></p> <p><b>Banking:</b> Citibank, Maybank, CIMB Bank, Aberdeen Asset Management, Deutsche Bank. Bank of Singapore, Julius Baer</p> <p><b>Insurance:</b> Great Eastern, Manulife, MSIG, Prudential</p> <p><b>Telecommunications:</b> Celcom, DiGi</p> <p><b>Retail:</b> Pan West, Li &amp; Fung</p> <p><b>Health Care:</b> SingHealth, Singapore General Hospital</p> <p><b>IT:</b> CSA, INTEL, Infineon, Motorola</p> <p><b>Hospitality:</b> Concorde Hotel, Sunway Holdings Berhad, Carcosa Seri Negara</p> <p><b>Oil and Gas:</b> Shell</p> <p><b>Education:</b> International Medical University, Singapore Management University, National University of Singapore</p> <p><b>Construction &amp; Development:</b> Selangor Dredging, Lend Lease, Lafarge</p> <p><b>Other MNCs:</b> UMW, Motorola, SIA, SONY, Emerson, Dutch Lady, Abbott Laboratories, Givaudan</p> <p><b>Indonesia:</b> Conoco Phillips</p> <p><b>Other Countries Trained</b> Australia, US, Mozambique, India, China, Japan, Korea, Thailand, Hong Kong</p>

## Workshop Details:

Date: **14<sup>th</sup> & 15<sup>th</sup> May 2020 (Thursday & Friday)**  
Time: 9.00 am – 5.00 pm  
Venue: Sheraton Petaling Jaya Hotel  
Jalan Utara C,  
46200 Petaling Jaya

## Investment:

Normal Price: RM 2,800 per participant  
Early bird discount: RM 2,500 per participant (register before 23<sup>rd</sup> April 2020)  
Group registration for 3 or more participants: RM 2,500 per participant.

## Enquiry and Registration:

tel: 603 2727 7887  
e-mail: [customerservice@mq.com.my](mailto:customerservice@mq.com.my) website: [www.mq.com.my](http://www.mq.com.my)

To register, scan and e-mail this form to [customerservice@mq.com.my](mailto:customerservice@mq.com.my)

Cheque for RM \_\_\_\_\_ with cheque number \_\_\_\_\_ enclosed here

Make cheque payable to:

**MQ TRAINING COACHING CONSULTING**

Suite 153, No 25, Jalan Anggerik Vanilla N31/N,  
Kota Kemuning,  
40460, Selangor

### Registration Form:

### Change Essentials™ | Our Iceberg Is Melting Workshop (14<sup>th</sup> & 15<sup>th</sup> May 2020)

Name (1):	Position:
Name (2):	Position:
Name (3):	Position:
Company:	
Address:	
Contact Person:	
Phone:	Fax:
E-mail:	



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