

Facilitator's Profile

Yeong, Wai Ling

Certified Trainer, Consultant, Facilitator

Over 16 years of operational and administrative working experience in hotel, airline, retail and media industry.

Having worked in a range of diversified industries, the most valuable knowledge gained was dealing with people from different cultures and ethnic backgrounds. This has enhanced the ability to communicate and understand people from all walks of life.



As a passionate Customer Service provider, skills and experienced attained is invaluable. The biggest enjoyment is seeing Customers' sincere smile and happiness at the end of the service rendered.

Professionally trained in Human Resource Management, Talent Management is the favoured area of practice. Employees have been guided and groomed to the appropriate career path, with more personal fulfilment at the workplace.

A firm believer that people learn best from experience, hence aim to create a higher level of awareness in every learning session by integrating examples from real-life experiences with practical tips and techniques.

Specialist Area:

- ✓ Customer Service Excellence
- ✓ Communication Effectiveness & Delivery Skills
- ✓ Interviewing Skills & Recruitment
- ✓ Talent Management

Credentials:

- ✍ Human Resources Development Corporation Malaysia (PSMB) Certificate in Training (TTT no: 7206)
- ✍ Directive Communication Psychology Accredited Trainer – Colored Brain Communication; Human Drive and Motivation; Dynamic Speaking & Curriculum Development
- ✍ Master Practitioner – Neuro-Linguistic Programming, Neuro-Semantics, Hypnosis & Time Lines by International Society of Neuro-Semantics, USA
- ✍ Body Language Expert Practitioner by Body Language Institute, USA

✍ Facilitator of LEGO® SERIOUS PLAY® Method by The Association of Master Trainers in the LEGO® SERIOUS PLAY® Method, Denmark

Certification Body:



Recent Clients:



Favourite Quote:

"The way to get started is to quit talking and begin doing" – Walt Disney