

Name of the Faculty : Cynthia Lau

Educational Qualifications:

Bachelors Degree: Bachelor Social Sciences (Hons) (National University of Singapore)

Masters Degree: Masters of Education (Training and Development) (University of Sheffield)

Certification (if any) – Certified Professional Facilitator, International Assoc of Facilitators
Certificate IV in Workplace Assessment and Training (Nationally Recognized Training, Australia)
Official FISH Philosophy Trainer
Certificate in Conducting Experiential Learning (STADA, Singapore)
Seven Habits of Highly Effective People*
Edward De Bono Six Thinking Hats*

*Certification valid for in-company use only

Work Experience / Highlights of Career

<u>Functional Area</u>	<u>Industry</u>	<u>No. of years of experience</u>
Recruitment and People Resourcing	Human Resource (Recruitment)	2
Human Resource Management	Public Service	2
Training and Development (ranging from management of organizational training function to curriculum development and design, delivery of programmes)	Public Service	7
Small Business Development	Training and Consulting	3

Any writings / Articles published

<u>Title</u>	<u>Name of the magazine</u>
IT Is Creative	CDTLink, Singapore, Jan 1999 (http://www.cdtl.nus.edu.sg/link/jan1999/tech1.htm)

Special accomplishments / Awards

Training program done previously (with the client's name)

<u>Training Program</u>	<u>No. of program done</u>	<u>Name of Some Key Clients</u>
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Managerial and leadership	More than 20 Team Development and Managing and Promoting Change programmes conducted	Various Public Service Organisations in Singapore such as Ministries of Defense, Home Affairs, Education etc.
Sales		
Human Resource Management		
Customer Care		
Language and Communication		
Quality	More than 50 Programmes on Innovation and Creativity conducted	Various Public Service Organisations in Singapore such as Ministries of Defense, Home Affairs, Education etc. International Organisations such as Innovatie Curacao and officers from Public Service Brunei.

Program areas of interest -----

Please rate each of the following course title areas as

(VC) Very comfortable with /could run a program on very short notice

(CD) Can do but with help and support/Would like to start but after at least 6 months

(ND) Would not like do it

		VC	CD	ND
	Human Resource Curriculum	VC		
1	Certified Recruitment Analyst		CD	
2	Master Recruitment Analyst		CD	
3	Certified Facilitator and Trainer	VC		
4	Master Learning and Development Facilitator	VC		
5	Certified Organizational Developer	VC		
6	Certified International Employment Law Specialist		CD	
7	Certified Performance and Competence Developer		CD	
8	Certified Benefits Manager		CD	
	Leadership Curriculum			
1	Strategic Leadership Program		CD	

2	Executive Leadership Program		CD	
3	Supervisory Leadership Program		CD	
4	Integral Personal Leadership Program	VC		
	Quality Curriculum	VC		
1	Certified Informational Industry Customer Care Specialist		CD	
2	Certified Professional Consultant		CD	
3	Certified Six Sigma Green Belt		CD	
4	Certified ISO 9000 Process Manager			ND