

Summary C.V. of Eliza Quek (Lady Bittleston)

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Education : M.A. in Manpower Studies, Birkbeck College, University of London 1974

B.A. (Sociology, Philosophy) University of Singapore 1973

Academic Distinctions : Rotary International Scholarship. Rotary International Foundation 1981/82

The Leong Jee Award. St Andrews School. Singapore 1974

Top of the Arts. Higher School Certification. St Andrews School. Singapore 1969

Top of the School. Cambridge School Certificate. St Anthony's Convent. Singapore 1967

Nominated for 'Tutor of the Year' Award 2004, the Open University Business School, U.K.

Training : Extensive Organisation Development training by NTL Institute, USA; University of Michigan's Executive Development programme; ASTD (American Society for Training and Development); OD Network; Kepner-Tregoe; Synectics; University of Virginia's Executive Development Programme; Open University, UK, Forum Corporation USA and Forum Europe

Employment History

1991 to date Singleton Pte Ltd

Director accountable for providing Management Consultancy services in designing and facilitating change management and training interventions to resolve clients' business issues. Includes Public Service Reform.

Additionally Senior Consultant, Forum Asia, Performa Global, Sydney and Loxton Associates. Associate Consultant to Integrative Learning Corporation, Singapore; GTC (Global Training Consulting); Oliver Wyman; Global Excellence, Trident Training Services. Associate Trainer, Civil Service College International, Singapore and UK. Adjunct, Singapore Management University's Lee Kong Chian School of Business and Office of Executive Education.

In the UK, served as Associate Lecturer at the University of Surrey's, Kingston University's, University of Portsmouth's Business Schools and Tutor at the Open University's MBA course on 'Creativity, Innovation and Change'.

1990 - 1991 Performa Pte Ltd

Project Director accountable for designing and implementing delivery systems and facilitating change towards a more customer driven corporate culture in Colgate Palmolive Thailand

1984 - 1990	Singapore Press Holdings	Asst General Manager, Human Resources Development accountable for leading and managing the internal change and HRD team; designing and implementing a competency-based performance appraisal and staff development system
1982 - 1984	Performa Pte Ltd	Executive Consultant accountable for strategic change management and HR consultancy with a diverse range of international clients
1980 - 1982	Esso Eastern Inc.	Staff Training Co-ordinator accountable for Head Office and international training and development and leading change management efforts in affiliates in Asia Pacific
1974 - 1980	Esso Singapore Pte Ltd	Employee Relations Advisor (Labour Relations and Training) accountable for internal change management, HRD and labour relations including reducing conflict between Union and Management Negotiation teams

Proven track record and experience in :

- ◆ Conducting diagnostic and needs analysis studies; employee surveys; focus groups and interviews, action-research feedback; internal and external communications strategies; Internal and External change agent consulting; project management
- ◆ Facilitating corporate culture change and restructuring following mergers; re-aligning internal systems to new vision and mission; helping new entrants adapt to SME business culture
- ◆ Facilitating public service reform including evolving functional cultures to sustain competitive advantage
- ◆ Project leadership and management
- ◆ Developing an international mindset and cross cultural sensitivity among with emphasis on living and working in Asia; applying Sun Tzu's Art of War to strategic management, influencing and negotiations skills training
- ◆ Providing cross cultural orientation to working and living in Singapore
- ◆ Leadership, strategic thinking and transformational management development for SMEs , MNCs, private and public sector firms
- ◆ Supervisory training, coaching and mentoring; time management; conducting effective meetings and performance management; story telling; conducting high performance conversations; influencing and negotiating to achieve win-win
- ◆ Leadership and creative thinking skills for women managers
- ◆ Leadership for creative entrepreneurs
- ◆ Advanced general management for Entrepreneurs and Managers

- ◆ Customer service excellence; implementing customer driven delivery systems and people centred management training
- ◆ Facilitating Total Quality improvement implementation
- ◆ Intellectual capital formation, managing knowledge and change
- ◆ Designing and implementing measurement and performance management and reward systems including the Balanced Scorecard, competency-based performance appraisal, training and career management systems
- ◆ Strategic assertiveness, influencing skills, negotiating skills, presentation, listening, transactional analysis, sales and interpersonal skills development,
- ◆ Intra and inter-group team building interventions and team management skills development
- ◆ Inter-group and Management/Union conflict management
- ◆ Creative problem solving, innovative and whole brain thinking and decision making training including creating two tools called 'Six senses and Sensory Deprivation and Master Georgie'; facilitating evolution of creative and innovative work cultures and measuring results
- ◆ Crisis Management
- ◆ Confidence based learning, knowledge mastery
- ◆ Delivering and facilitating learning via webinars
- ◆ Training trainers; Managing the Human Resources Development function; Design, courseware development and facilitation skills; Internal Consulting skills; Effective sales and presentation skills development
- ◆ Recruitment and selection; administering Scholarship and Graduate Traineeship Schemes; Assessment Centre methodologies; designing and implementing induction and orientation programmes
- ◆ Academic teaching at both undergraduate and MBA levels in Business Strategy and Business Ethics (Business, Government and Society) including corporate social responsibility and governance; International Management, Organisation Behaviour, Organisation Design, Organisation Development, Human Resources Development, Entrepreneurship and Enterprise Development, Marketing and Marketing Communications; Travel and Tourism, Developing People and Organisations, Marketing for Science, Work Study and Creativity, Innovation and Change including facilitating distance learning via use of virtual classrooms and related information technology
- ◆ Licensed Instructor of Forum Corporation's Leadership and Influence programmes; Project Leadership; Achieving Strategic Speed and Creating Clarity and Focus
- ◆ Licensed Instructor of the New Haven Consulting Group's Emotional Intelligence seminars
- ◆ Licensed facilitator of Confidence Based Learning – The Knowledge Factor and Integrative Learning Corporation
- ◆ Certified Cultural Transformation Tools Consultant
- ◆ Certified Oliver Wyman/Conversant Facilitator of BP Managing performance of people course
- ◆ Director of Studies of Project Management course and Trainer for RIPA (Royal Institute of Public Administration) International courses
- ◆ Director of Studies of a variety of Leadership and Change management courses for GTC (Global Training Consulting)

Strengths : Dynamic personality, excellent communicator and a good listener, entrepreneurial, high energy, capable of juggling many balls and hitting the ground running; enthusiastic; focused; professional; ethical; flexible; interpersonally sensitive; adaptable; global mind-set; responsive; proactive; quick learner; creative, holistic and synergistic and strategic thinker and problem solver. Excellent planning, organising and implementation skills.

Clients and locations

- Eka Chemicals, Akzo Nobel, Sweden; Esso Singapore and Esso Eastern, Houston, Texas; Prudential Relocation International, USA; Exxon Chemicals Asia Pacific; Dupont Singapore; Baxters Pharmaceutical Singapore; Tricon Restaurants International, USA
- Westin International Asia Pacific, Singapore; Hyatt Hotel Asia Pacific in Singapore, Malaysia, Sydney, Saipan and Fiji; Genting Highlands Malaysia
- Singapore Airlines; Singapore Airlines Cargo; DHL Worldwide Service; Straits Steamship Singapore
- American Express Singapore; DBS Bank; Chase Manhattan Bank Singapore; Citibank Singapore and Hong Kong; Hong Kong Shanghai Bank Singapore; Mid-Med Bank Malta; American Insurance Association; Urals Bank of Reconstruction and Development
- Colgate-Palmolive Thailand
- Singapore Press Holdings
- Colliers Jardine Singapore; Ong Chwee Kuo Contractors Singapore; Pan Malaysian Cement Works Singapore; Multi-corporation Singapore; PIL Shipping, Singapore
- Government of Malta; Singapore's Ministry of Community Development; Vocational and Industrial Training Board, Singapore; Civil Service College International, Singapore; Singapore Customs; Raffles Institution Staff Welfare Committees
- Institute of Democracy, Bratislava, Slovakia
- RIPA (former Royal Institute of Public Administration) International, UK; UK Civil Service College
- GTC – Global Training Consultants and their clients from African countries
- Malaysian Institute of Management/UNIDO; Urban Development Authority, Malaysia
- RVB (Institute of Management Research in Maastricht); Nanyang Technological University, Singapore; Singapore Management University and Spring-SMU Executive Education programmes
- Singapore Institute of Management; Singapore Standards and Productivity Board
- Singapore Management University – SMU - SPRING SME Leaders Advanced Management programme; SMU - SPRING Singapore Executive Training Programme; British Council Asia Pacific – Transformational Leadership; Advanced Management Programme for Leaders of the Building and Construction Industry; SMU – Singhealth Graduate Diploma in Healthcare Management and Leadership
- Kingston University's School of Human Resource Management, UK; Universities of Surrey and Portsmouth and the Open University Business Schools
- Forum / FT Knowledge and its clients e.g. Argos; Time Warner
- Trident Training Services and their clients from African countries and The Ural Bank of Development
- London Corporate Training Ltd and its clients e.g. Urals Bank of Reconstruction and Development
- The New Haven Consulting Group's clients e.g. Philips

- Prudential Relocation Services and its clients from the Banking and Finance industry e.g. JP Morgan Partners, Schroeders
- Global Excellence and its clients – Bunzl PLC, Thermo Electron, Diageo Plc; Lubrizol Plc., Tesco PLC
- Integrative Learning Corporation's clients – Nokia Asia Pacific; ESS (ESPN Star Sports); GSK (Glaxo Wellcome Manufacturing PLC); Keppel Land; Land Transport Authority, Singapore; SIA Cargo; Singapore Airlines; Hong Kong Shanghai Bank Corp.; Development Bank of Singapore; The Singapore Pharmacy Council; Singapore General Hospital – Allied Health Division; Ministry of Defense; Allianz Indonesia, Euler Hermes; NUS Graduate School for Integrative Sciences and Engineering (NGS)
- Singapore Institute of Management's clients – Singapore Customs; Sanofi Aventis Asia Pacific
- Singapore Management Consulting Associates' clients – PIL Shipping Company; Total Oil Company; Nestle Singapore Pte Ltd
- Licensed trainer in Cultural Transformation Tool and Confidence Based Learning technology
- Performa Global's clients – Al Rostamani Investment L.L.C., Dubai; Qatar Airways, Doha
- Philologie - Dr Rima Miller's client – Ethiopian Airlines, Addis Ababa, Ethiopia
- Oliver Wyman's clients – BP; Royal Bank of Scotland; Deutsche Bank; Standard Chartered Bank; Allianz Asia Pacific; Coca Cola
- CIDA (Creative Industries Development Agency) U.K.'s client – Work Development Agency, Singapore
- The Greenbank Partnership's client – SC Johnson USA
- Loxton Consulting Group – NOL (Neptune Orient Line)

Additional information

- Member of ILT (The Institute for Learning and Teaching in Higher Education)
- Country Facilitator, Sedaa Global Brain Trust (Virtual OD Network)
- Trained by the Open University as on-line, E Facilitator April 2006
- Currently registered on a Learning Library course on 'Internet and Web Design' as part of commitment to continuous learning
- Invited Key note speaker at the Twelfth Nigerian Economic Summit, Abuja August 2006 on 'Sustaining Reform and unlocking Nigeria's potential'

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