

POSITION

DELIVERY CONSULTANT

CORE SKILLS

- SALES TRANSFORMATION
- RELATIONSHIP MANAGEMENT
- NEGOTIATION SKILLS
- LEADERSHIP DEVELOPMENT
- PRESENTATION SKILLS
- TRAIN THE TRAINER

BACKGROUND

My expertise lies in building human capital across businesses and geographies. I've worked with delegates from a variety of businesses and specialise in corporate sales and relationship management training. I have trained delegates from a variety of ethnic backgrounds and conducted programmes across Asia Pacific including Hong Kong, China, Japan, Indonesia, Malaysia, Singapore, Vietnam, Bangladesh, India and Sri Lanka. I have the ability to engage delegates of various levels, from experienced heads of businesses to newly recruited staff.

My key achievements include running a series of client service and sales workshops to inculcate cultural change in operations-driven departments. I delivered negotiation skills training to many departments within my previous company covering a wide spectrum of audiences including Corporate Relationship Managers, Private Banking Executives, HR executives, Procurement Specialists and IT colleagues.

QUALIFICATIONS & CERTIFICATIONS

Master Trainer in:

- Consultative Sales Skills
- Advanced Negotiation Skills
- Situational Leadership
- MBA (International Business), Simon Fraser University, Canada

LANGUAGES

- English (fluent)
- Cantonese (fluent)

WILLING TO TRAVEL

Yes



IRENE KWAN

DELIVERY CONSULTANT

A BIT ABOUT ME

I'm a corporate trainer with over 20 years of experience designing, developing and delivering learning solutions. I am full of energy and am able to create a fun and constructive learning environment.

MY VALUES

My purpose is to make life a little easier – leaving time for the things that really matter.

I'VE WORKED WITH...

- HSBC
- Bank of China
- China Construction Bank (Asia)
- Global Payments
- DOW Chemicals