



HOI LAI YEUNG

Executive Coach (ICF ACC) | Facilitator | Leadership Communication

Professional Summary

Hoi Lai, speaking English, Putonghua and Cantonese, has 20 years' experience in training and coaching (ICF ACC). Her study and work experience in Hong Kong, London, Mainland China and Taiwan has enabled her to pay more attention to cultural differences when interacting with corporate clients.

Hoi Lai used to work at BNP Paribas, KPMG and CLP internally, which developed her stakeholder management skill and helped her navigate through these global organizations. Her drive for excellence and leadership skills were well recognized by senior leadership. As such, Hoi Lai is keen on motivating clients to take their performance to another level and build high-performing teams.

Hoi Lai is skilled at helping her clients to apply strategic communication skill to convey meaningful message, brand themselves with an executive presence and react to changes with a positive mindset. With extensive experience working with global and local firms from different industries, she can always share good insight and practices.

Hoi Lai is highly adaptable to changing situations and is always ready to take the extra mile in her profession. Her facilitation style is involving every individual and inspiring them through a series of questions, so the training room is full of energy.

Testimonials

"Hoi Lai is sincerely passionate about Learning & Development, has great ideas and thoughts, and is also a very experienced facilitator. Working and communicating with her is very inspiring." - Director, KPMG

"Hoi Lai is a truly open-minded and kind-hearted person. She is more than a career coach; she is like a good old friend to me. I have learned a lot from her, not only from her strategic thinking but also from her personality and her never-surrender mindset." - Career Coachee

"Hoi Lai is a true professional and very dedicated to her work with clients. She puts tremendous efforts into planning, preparation and research to always deliver a great client experience. She has built her skill set to become a great facilitator and coach for our clients in many sectors including financial services, insurance and professional service firms." - Director, TTEC

Subject Matter Expertise

- ✓ Career coaching
- ✓ Change management
- ✓ Consulting skills
- ✓ Emotional intelligence
- ✓ Facilitation skills
- ✓ Hiring the best people for your organization (competency-based interview)
- ✓ Influencing without authority
- ✓ Leadership skills (e.g. First-time manager / Managing as a coach)
- ✓ Performance management
- ✓ Presenting with a persuasive message
- ✓ Project management
- ✓ Public speaking
- ✓ Team building
- ✓ Time management

Client & Industry Exposure

- ✓ Accenture
- ✓ AIA
- ✓ AON
- ✓ AXA
- ✓ BNP Paribas
- ✓ CLP
- ✓ CISCO
- ✓ DBS
- ✓ Deloitte
- ✓ HSBC
- ✓ IBM
- ✓ JP Morgan
- ✓ KPMG
- ✓ Manulife
- ✓ MTR
- ✓ NAB
- ✓ Richemont
- ✓ S&P Global
- ✓ Hamburg Süd
- ✓ Hasbro
- ✓ Walmart Global Sourcing
- ✓ World Quant

Qualifications & Certifications

- ✓ EMBA, Quantic School of Business and Technology
- ✓ MA in Management of Language Learning, University of Greenwich
- ✓ Postgraduate Diploma in Professional Accountancy, The Chinese University of Hong Kong
- ✓ BA (Hons) Teaching English as a Second Language, City University of Hong Kong
- ✓ Certified Action Learning Coach (CALC)
- ✓ DISC Certified Human Behaviour Consultant
- ✓ ICF ACC (Associate Certified Coach) Credential