



**Quest People Services LLP** is a boutique Human Resource Consultancy specialising in Leadership Communication and Employee Well-being and Welfare. We use a blend of evidence-based behavioural assessments as well as transformative experiential learning in our Organisational Development, Culture, Leadership and Communication Programmes.

You can preview a summary of our programmes and my profile, founder of Quest, Theresa Chin below.

**New!**

**Manage Disruptive Behaviour at Work – 8 hours**

“People problems” invariably get referred to the Human Resource Practitioner. This workshop developed for human resource practitioners highlights practical aspects of social and psychological bases of human behavior especially what constitutes “bad” or anti-social behavior at work as well as motivations and rewards that fuel certain outcomes of behavior.

Understanding underlying principles of behavior will enable the Human Resource Practitioner to make better judgements on how to arbitrate friction, conflict, bullying and harassment. This one-day workshop also examines the legal framework of the Harassment Act 2014 as well as personal boundaries in the physical and digital domain to ensure that employees can give their best at work in a safe and secure work environment.

**The HR guide to Employee Welfare and Well-being - 8 hours**

One of the 4 key roles outlined by David Ulrich in his HR model is being the Employee Advocate which amongst other responsibilities include representing and protecting the interests of employees as well as improve the experiences of employees so that they can give their best at work. In this capacity, the HR practitioner’s scope will encompass Business Ethics, Employee Well-being and Security. This workshop explores the “Caring” dimension in the role of being an Employee Champion.

<b>Leadership, Culture and OD Topics</b>	<b>Duration</b>
<p><b>Unconscious Bias and Innovation Culture - What It Means for HR?</b> There is increasing awareness of the negative impact of Unconscious Bias implanted in HR processes such as discrimination in recruitment, flawed “meritocracy” besides other discriminatory practices. Culture, unfortunately, may be the source of unhealthy biases in HR processes, namely drivers such as Mission, Structures (influence, empowerment),</p>	8-hour workshop



<p>Systems (selection, development, rewards), Technology (job satisfaction, job growth) and Skills/Qualities (communication, leadership, power base).</p> <p>Hence HR practitioners need to examine the role of organisational culture in managing Unconscious Bias especially if there is a gap between its Preferred and Operating Culture and misalignment of constructive values and norms. “The biggest obstacle to culture change in any organisation is the culture of the organisation itself” Shaun McCarthy</p> <p>Key takeaways from this workshop:</p> <ul style="list-style-type: none"> <li>- The Economic Cost of Unconscious Bias to Businesses</li> <li>- Re-wiring the brain, What is Conscious Bias and Unconscious Bias</li> <li>- Innovation ecosystem</li> <li>- Alignment of organisation systems and culture</li> <li>- Preferred and Operating Culture</li> </ul>	
<p><b>HR Leadership Impact Workshop</b></p> <p>Today’s Human Resource leader is not just a care-taker to day to day HR processes and procedures such as payroll, recruitment, leave to name a few. Rather the future-ready HR leader assumes critical leadership soft-skills such as visioning, transforming, communicating and taking risks to be the effective business partner in organisation in the face of business challenges and disruption.</p> <p>The Leadership Impact programme is both a feedback system as well as development guide to build strategies and techniques that leaders can employ to cultivate the long-term effectiveness, performance, and productivity of the organization and its members</p>	8-hour workshop
<p><b>Leadership Synergistic Circles Workshop</b></p> <p>What are Leadership Synergy Circles and how are they important to companies? Learn how to foster synergy, leadership and innovative thinking in groups through 3 critical skills:</p> <ol style="list-style-type: none"> <li>1. Constructive Decision Making</li> <li>2. Authentic Communication</li> <li>3. Dynamic Inter-personal Process</li> </ol> <p>Link these critical skills with visioning techniques such as Future Learn and World Café to develop a holistic leadership approach that inspires and motivates those who work with you</p> <p>* Inclusive of accredited assessment(s)</p>	Minimum 4hrs or 1 full day or 2 days



**Profile of Facilitator:**

**Theresa Chin (BA, M Counselling - Monash, MHRM - Murdoch)**

Working Minds Facilitator <http://www.hpb.gov.sg/HOPPortal/programmes-article/HPB053217>

Theresa started leadership facilitation in the early 2000s under the CREST or Critical Enabling Skills programme launched by SPRING. She continues to provide leadership facilitation as Leadership is a highly dynamic enabling force and process in all organizations. She applies Humanistic Psychology principles in group dynamics, inter-personal relationships and personal growth. Recently Theresa completed the Accreditation Program for Life Styles Inventory™ (LSI), Group Styles Inventory™ (GSI) and Simulations by Human Synergistics.

Between 2012 and 2015, Theresa was one of the Health Promotion Board's list of certified Workplace Health Consultants till the Workplace Health Grant ended in September 2015. She continues to provide Employee Wellness programmes.

Her earlier training experience included corporate training as well as corporate communications and marketing. She developed training modules on customer service, teambuilding, conflict management and leadership. She also developed human resource training modules in recruitment and interviewing. In the area of customer service training, she uses 360<sup>0</sup> assessment that examines individual and group attitude and orientation towards a service culture.

- Clients for Mental Health Training in 2014/2015 include The Spa Retreat (for their client Workforce Development Agency), Croda, National Environment Agency, NEA and MOF.
- Delivered a series workshops to teachers on Mental Health issues as school counselor.