



# PeoplePlus Consulting

I n t e g r a l  C h a n g e



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# W h o W e A r e

*We work with global leaders to create positive, integral and sustainable change focusing on the most challenging and critical aspect – PEOPLE.*

*We consult through a highly facilitative approach.*

*We diagnose and research to help leaders and groups make well-informed decisions.*

*We coach organization and community leaders.*

*We facilitate dialogue seeking common ground, embracing differences, creating break-through and making strategic decisions.*



At PeoplePlus Consulting, what distinguishes our consultation approach are:

- ❑ a holistic (integral) approach to facilitate change - we address the complex inter-relationship between people, organization and community;
- ❑ identification and address; the source of problems rather than just curing the symptoms;
- ❑ use of well-researched change models and methodologies to put issues in perspective enabling enlightened decision making and design of effective sustainable change process;
- ❑ a focus on changing people through; creating an “inner” change of thinking resulting in an outer change of behavior, performance and then culture;
- ❑ a customized design to take into considers unique culture, situation and objectives;
- ❑ Interventions; not just through “workshops” but also directly at the “workplace”;
- ❑ thorough research on information on all relevant aspects to identify elements for change, whether they are reasons or obstacles;
- ❑ shift focus from problems to achieving vision / goals in support of people living their fullest potentials.

Traditionally consultancy’s service value is to advise solutions to problems identified. Most consultation processes focus on change of system, structure, operation or processes. The often neglected questions are:

- ❑ *Are people ready to change?*
- ❑ *How do we know if people or an organization or a community is ready for change?*
- ❑ *What if they are not, what will be the consequences?*
- ❑ *What do people actually want to change?*
- ❑ *What can we do to “ready” change?*

While most leaders put all their energy in making changes happen, our approach is to *first* assess and facilitate readiness, *then* create the change, instead of reacting to people’s reactions to change. Can you imagine what difference it makes to the change process if people, organization and community are indeed *ready* for change – especially the kind they consciously want?



*Our strength is in actualising leadership and change theories into applicable intervention processes.*

# Integral Change

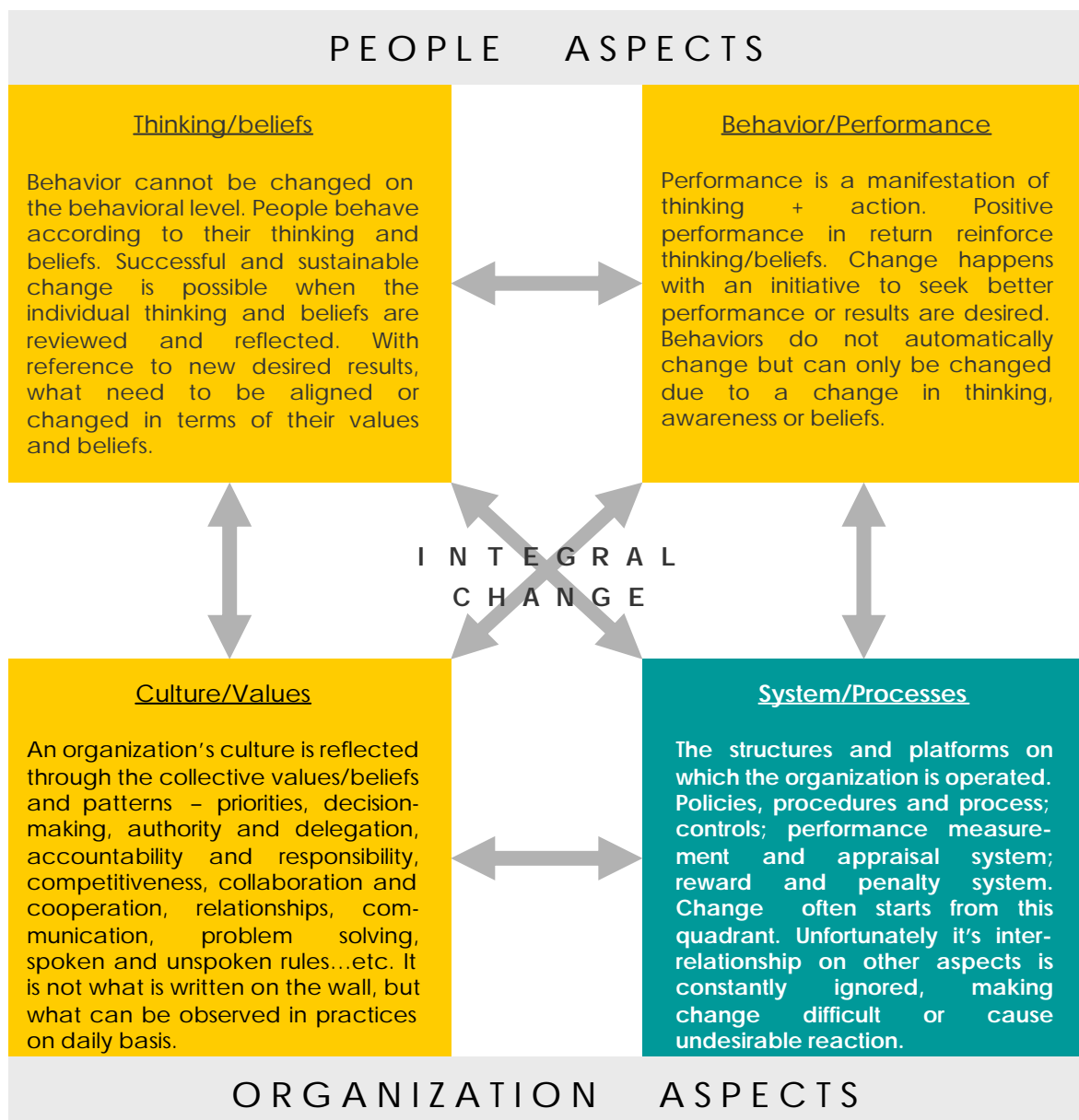
The Integral approach is inspired by contemporary American thought leader Ken Wilber's "integral model". Applying the integral model in an organization's context, it translates into 4 inter-related quadrants: top quadrants relate to individuals' thinking / beliefs and behavior / performance. Lower quadrants relate to organization's values / culture and system / structure / processes. Think about how a leader's thinking directly shapes the culture of an organization, his preferences and decisions

determine what kind of structure and processes are to be put in place.

Most organizations initiate change in one quadrant, e.g. a change of policy and then expect a change of behaviors. However, people's behaviors do not automatically change upon the implementation of a new policy unless they change their thinking as well. Applying an integral approach intervenes through exploring the basis of thinking / beliefs, possibilities of changing

them and how to positively shape culture in order to shape desirable new behaviors.

Our approach to alignment is multi-dimensional such that each dimension inter-relates to the others, i.e. to facilitate *integrity*. We uncover true values through assessing thinking, behaviors and decisions, facilitate the development of a clear compelling vision based on which to design and cultivate supporting thinking, culture, systems and required performance.



# Our Services



## GROUP FACILITATION

Effective group communication is participatory and can leverage on group wisdom.

Group facilitation is a series of customized facilitated processes, often conducted in the format of a workshop, or relatively "interactive" meetings to help the groups achieve its objectives more effectively.

An effective group facilitation design and process removes most of the shortcomings of regular meetings by:

- setting up a safe and open protocol for communication;
- creating increased level of shared vision and ownership through participation;
- running multiple processes at the same time to achieve more;
- minimize domination by a few and increase level of engagement by various processes such as writing, interactive processes, small groups or equal opportunity sharing;
- enabling the sharing of all relevant information as to make well-informed decisions;
- broadening perspective for all.

## APPLICATIONS

- Vision Development
- Business Strategizing
- Change
- Problem Solving
- Conflict Resolution
- Creative Thinking
- Communication and Learning

## EXECUTIVE COACHING

Being in a leadership position can be lonely. Executives shoulder responsibilities and bear risks in making decisions. In a corporate environment, they may not feel comfortable sharing their personal and professional challenges with their manager or subordinates. A coach offers a channel where the executive can feel totally safe to unload some of the burden; to gain clarity, increased level of confidence, make better decisions and bring out effective actions.

Coaching with a transformational approach is a working from the "inside-out" methodology.

## RESEARCH & DESIGN

Right diagnosis is crucial for the prescription of the right interventions.

Our consultants are all certified practitioners of Neuro-linguistic Programming (NLP). We pursue an *active listening and inquiry process* in all our interviews and focus groups in order to:

- Involve the client in the process of diagnosis and action planning;
- Gather information of all relevant aspects and diagnose the overall situation;
- Make it safe to the stakeholders to reveal their sentiment and possibly sensitive information.

Through the research process, we aim to start creating buy-ins and establish our role as *partnering change consultants* to help them create a change plan that takes into account different needs at different levels.

Our coaching approach goes directly to the core; it is empowering and high impact and its results are sustainable over time. When there is an internal transformation, i.e. an expanded or new perspective, increase in confidence or a heightened sense of clarity, there is a spike in performance.

Transformational coaching is not just about transferring or acquiring new skills. In our coaching role, we *challenge* to bring about *change*, our clients in turn move into new dimensions of excellence, fulfillment and influence.

## COACHING TRAINING

Our Corporate Coaching Training program focuses on:

- integrating effective coaching principles and skills into daily management practices.
- educating participants on key coaching concepts, principles, fundamental coaching process and related skills.
- developing different coaching styles/strategies around a few common people issues in the workplace.

Each program is highly customized, according to clients' unique organizational culture, system and individual / team behavior.



# O u r P e o p l e



**I V Y  
N I N G**

Ivy is the founder of PeoplePlus Consulting, a Master Coach, Change Designer and Facilitator.

During the last 12 years, Ivy has worked with many leaders and leadership teams in bringing transformation to their culture, expanding leadership competencies and enacting on their visions/missions.

She is well-known for her dynamic and transformational approach in facilitating groups that bring about true behavioural changes. She is also one of the most well-known executive coach who has helped many executives experience life and business turn-around within a matter of months. Her current clientele spread over Asia and Australia.

Before her people development career, she spent close to 10 years in the Information Technology industry, having taken up regional marketing and business development positions for the North American companies such as Lotus Software (an IBM company) and Sybase in Asia.

Having worked for numerous start-up operations in Asia, Ivy experienced many of the challenges multi-nationals face today while operating and expanding their business in Asia. PeoplePlus' strength is in actualising management and change theories into applicable processes/practices through our consulting, facilitation and coaching services.

- Spiral Dynamics integral level 1 & 2 Certified Practitioner
- Certified Professional Facilitator, International Association of Facilitators
- Coach U™ Graduate
- Neuro-Linguistic Programming Certified Practitioner



**L I L I A N  
W A N G**

Lilian is PeoplePlus' facilitator and corporate coach. She was born in Beijing, educated in Hong Kong and Germany.

Lilian brings over 10 years of diverse experience, including business process consulting, international alliance and marketing, staff development and administration to her coaching and facilitation services. Her inclusive and enthusiastic style ensures an environment conducive to learning and development. She strongly believes in people's strengths/potential to grow the business, her focus is on achieving the "a-ha" moment and facilitating sense of ownership in people development.

Client value Lilian for her knowledge and professionalism, and her ability in creating an open, trusting and motivating learning environment

Lilian Wang

- Spiral Dynamics integral level 1 & 2 Certified Practitioner
- Neuro-Linguistic Programming, Certified Practitioner
- MBA, Australian Graduate School of Management, 2004,
- Member of International Association of Facilitators
- Member of International Association of Coaching and Hong Kong International Coaching Community

Douglas has worked with many multinational organizations helping their senior executives and managers break through performance. He specializes in developing leadership competencies and management skills, change management and strategic planning. He speaks eight languages, including Mandarin.

Before his training and coaching career, Douglas held senior management positions at Kodak and PepsiCo. His corporate career span over ten countries with remarkable achievements, particularly in building world-class, highly motivated sales organizations and creating stellar growth and business partnerships for MNCs in the Greater China region.



**D O U G L A S  
G E R B E R**

As an Executive Coach and Master Leadership Trainer, Douglas brought over 23 years of business executive experience to the training curriculum design and workshop facilitation. His purpose is to assist individuals and organizations to shift into peak performance and transform their working and living experience into one of fulfillment. His business and leadership experience, couple with his "high EQ" provides a powerful combination for executive coaching.

- Masters in International Management (Thunderbird)
- Penn State Executive Program
- Certified Harrison Assessment Coach
- Member of: Master Coaching Alliance, International Association of Coaches and Hong Kong International Coaching Community

# Clients Served

How one client summarized our approach:

*"Highly sophisticated, dynamic, flexible and interactive."*

## Culture Change and Team Alignment

- ❑ Acterna China
- ❑ Automated Systems HK Ltd
- ❑ Baxter Asia Pacific
- ❑ BMC Software Greater China
- ❑ British Council
- ❑ Brocade Communications Systems (HK) Ltd
- ❑ Clariant China (with Blackisle Ltd)
- ❑ Computer & Technologies International Limited
- ❑ CLSA
- ❑ Dynamic Creations
- ❑ Equity Trust Hong Kong Ltd
- ❑ EMI Music Asia
- ❑ Hong Kong CSL Limited
- ❑ Hospital Authority
- ❑ Hyperion Solutions Asia Pte Ltd
- ❑ ING Financial Planning
- ❑ Jebsen Beer
- ❑ Jebsen Shipping
- ❑ Kowloon-Canton Railway Corporation
- ❑ K-Swiss Asia Management team
- ❑ Lever Shirt Ltd
- ❑ LKK Health Products Group
- ❑ Marks & Spencer
- ❑ Mazen Industries Ltd
- ❑ Merrill Lynch
- ❑ Orbotech Pacific Ltd
- ❑ Oxford University Press (China) Ltd
- ❑ Paccess Hong Kong
- ❑ Pacific Century CyberWorks Limited
- ❑ Protein International, a Dupont business
- ❑ San Miguel Brewery HK Ltd
- ❑ Sun Microsystems
- ❑ Sybase Hong Kong
- ❑ Sun E-Vision Super Office HK Ltd
- ❑ UL International Ltd
- ❑ Vanda Group

## Coaching & Facilitation Skills Training

- ❑ ANZ Bank (with IEC, Australia)
- ❑ Clariant China (with Blackisle Ltd)
- ❑ GlaxoSmithKline Limited
- ❑ HKU School of Professional and Continuing Education
- ❑ Hong Kong CSL Limited
- ❑ Jebsen & Co
- ❑ LKK Health Products Group
- ❑ Underwriters Laboratories International Ltd
- ❑ Procter & Gamble Hong Kong Ltd
- ❑ MAST Industries Ltd
- ❑ Marks & Spencer
- ❑ MTR Corporation
- ❑ San Miguel Brewery HK Ltd
- ❑ Swire Resources (with VP Worldwide Ltd)
- ❑ Standard Chartered Bank

## Executive & Corporate Coaching

- ❑ Avon Asia Pacific
- ❑ British Council
- ❑ Green Science International Ltd
- ❑ Hong Kong Jockey Club
- ❑ ING Financial Planning
- ❑ Jebsen Beer
- ❑ Jebsen & Co
- ❑ KCR Corporation
- ❑ MAST Industries Ltd
- ❑ Morgan Stanley (With IEC, Australia)
- ❑ National Australia Bank
- ❑ Pixel Magic Systems Ltd
- ❑ Standard Chartered Bank
- ❑ UBS Investment Bank, Australia

## Professional Coach Training

We have been delivering professional coach training programs since 2001.

## Personal Coaching/Mentor Coaching

We have coached fellow executive coaches in Hong Kong and Australia since 2002.

## Leadership Development

- ❑ Abbott Diagnostics
- ❑ Global E-Business Enabler Limited
- ❑ Hospital Authority
- ❑ Hong Kong CSL Limited
- ❑ Hyperion Solutions Asia Pte Ltd
- ❑ Jebsen & Co
- ❑ Marks & Spencer
- ❑ Sun Hung Kai Properties Ltd
- ❑ Underwriters Laboratories International Ltd

## Community Projects

- ❑ Civic Exchange
- ❑ Eternal Flame Action Youth Development
- ❑ Hong Kong Girl Guides Association
- ❑ Mothers' Choice
- ❑ Save Lamma Campaign

## Public Consultation Facilitation

- ❑ Architectural Services Department /Tourism Board (with Pontex Ltd)
- ❑ Civic Exchange
- ❑ Sustainable Development Unit, HKSAR Government
- ❑ Tourism Commission