


TRAINER PROFILE

BALA THEVARAYAN

AREAS OF PROFESSIONAL EXPERTISE IN TRAINING

	1. Communication Skills for Customer Servicing
	2. Organisational Effectiveness
	3. Leading Performance through Behavioural Change
	4. HR for Non HR Managers
	5. Performance Coaching

HIGHLIGHTS OF TRAINER'S PROFILE

Bala comes with more than 25 years' of experience in various facets of Banking. Having managed, Contact Centres, the risk function and Human Resources, he is passionate about people. He is a firm believer that skills and people behaviour need to complement each other in order to achieve an organisations aspirations. Whilst skills can be trained, behaviours need to be influenced. In his erstwhile role, he helmed the Human Resource Function for Standard Chartered's Global Business Services (formerly known as SCOPE International Sdn Bhd). During his tenure, an entire rebranding initiative was undertaken to correct the perception of "low cost alternative" to that of Centres of Excellence (COE), thus creating the requisite opportunities to attract the right talent and retain them. Prior to this, he was with Standard Chartered Bank, where he was instrumental in design and deployment of a regional business model which entailed several change management projects. During his stint with contact centres, he introduced scoring based methodologies in managing performance. The right behaviours that resonated with organisational values were identified and the modelling was done to enhance such behaviours. With his extensive experience in the field of People and Culture coupled with his business background, he is able to provide People related interventions with a completely non traditional HR optics. Bala is a Malaysian HRD Certified trainer.

-Developed by SkillFocus Consultancy-