

# FACILITATOR: JACQUELINE ANN SURIN

## Professional Background

Jacqueline is Specialist Trainer and Coach for Leadership Development at People Potential. She is a communications expert with more than 25 years' experience. She coaches leaders in both corporations and not-for-profits to ask the right questions so that they can have success and wellbeing in their professional and personal lives. She also facilitates organisations to create spaces where individuals can access the best of themselves, so as to improve communication, teamwork and productivity.

Jacqueline also delivers the internationally-acclaimed Think on Your Feet® programme for People Potential as an associate. She is also an associate of Training Attention in the UK, and Change 3.0 in Holland. She works primarily in Singapore and Malaysia, and in the UK.

In her previous career of 20 years, she was a journalist and editor, and the author of *Shape of a Pocket*, a book compilation of her award-winning column. She was also the co-founder and editor of *The Nut Graph*, an independent analytical site on politics and popular culture in Malaysia which published *Found in Malaysia*, *Found in Malaysia Vol 2* and *Understanding the Dewan Rakyat*.

She has blogged for the Association for Coaching in the UK on her coaching and facilitation practice, and continues to blog about Clean Language – her area of expertise – and its applications at the UK-based Training Attention, Clean Learning and Clean Collection websites.

## Academic Background

Jacqueline is a certified NLP practitioner, a certified Level 1 Clean Language Facilitator, and the first certified Level 1 Systemic Modeller for group facilitation and organisational coaching in Asia.

She has a BA in Media Studies (First Class) from Universiti Malaya in Malaysia, and an MA in Media Studies from the University of Sussex in the UK. She was a Chevening scholar (1995 - 1996) in the UK, and a Hubert Humphrey fellow under a Fulbright scholarship (2001 - 2002) in the US.

She has a Level 5 Coaching and Mentoring certification from the UK-based Institute of Leadership and Management.

## Community Involvement

Jacqueline has trained, advised and supported civil society organisations in Malaysia in various capacities. These organisations include the Centre for Independent Journalism Malaysia; the All Women's Action Society; Sisters in Islam; the Joint Action Group for Gender Equality; Aliran; and the Malaysian Centre for Constitutionalism and Human Rights. She supports Malaysian arts and theatre as a Friend of Five Arts Centre.

## Clients

The clients she has worked with include:

- AmGen Insurance
- BON, Advocates
- CIMB Bank
- Commerz Trade Services
- Continental Tyres
- IJM
- Infineon Technologies Asia Pacific
- Kenanga
- KiniTV
- Liberal Banter
- MISC
- Novartis
- OCBC Bank
- Qualcomm
- Singapore Institute of Management
- Sunway Group
- Watsons Malaysia

