



Elangovan Govindasamy

Executive Coach

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Experience

**Merck Ltd.,
Thailand**

2004 – 2012 Human Resources Development Advisor – Recruit, Facilitator, Coach and Mentor

- Conduct one on one Interview. Have interviewed applicants for department head position such as Information Technology, Human Resources, and Chemical Division Head. Other Managerial positions include Product Manager, Sales Manager, Segment Manager, and Marketing Manager. Positions in Sales are Medical Representatives, Technical Sales Executive, Customer Relations Officers, & Supply Chain Executives
- One on One coaching for Department Heads, Team Leaders, Talents and Sales Associates to improve their outlook in life, performance and productivity.
- **ICF Certified Coach and have coached executives from the Government sector and private sector for the past 15 years from industries such as Health Care, Insurance, Manufacturing, Retail Sales, Human Resources, and Administration.**
- Participate in Group Interviews – Usually for Medical Representatives.
- Assess High Potentials in the organization.
- Facilitate Leadership, Sales, Customer Relations and other behaviour workshops.
- The Leadership Workshop that I designed and have been conducting for Merck over the past 5 years is called Stepping Up to Leadership. This program involves a four-step process – Attitude, Knowledge, Practice and Skill. The process is adaptable to any form of training or workshop and can be adjusted for intensity based on the group that is attending the training/workshop. The leadership programs that I have experience in facilitating are Leadership Skills, Communication, Attitude, and Presenting to Leaders.
 - Coach using Gallup's StrengthsFinder – This strength based coaching is focused on Employee Engagement. Helping the employee to realize their potential. An engaged employee's performance is on a higher scale than a disengaged employee as per surveys conducted by the Gallup Organization. As a StrengthsFinder Performance Coach, I train and coach managers on how to work on the strengths identified in the StrengthsFinder of each employee. I also do personal coaching of High Potentials using the StrengthsFinder.

	<ul style="list-style-type: none"> - Mentoring with Insights (Carl Jung’s typology) The Insights profile of each individual that I mentor is to gain a deeper self-understanding and development. Part of the mentoring process is to identify key areas from the profile that the individual from any managerial position can develop and take action.
<p>Dale Carnegie Experience</p>	<ul style="list-style-type: none"> - The benefit of the Insights workshop and subsequent mentoring that takes place is that the individual has a better understanding of self, enhances his/her understanding of others, especially the direct reports, learning to be more adaptable to others based upon what they learn about others and to be able to use simple human relations principles to work in harmony and as a team. - Certified to facilitate Situational Leadership, Leading Change, Facet5 Behavioral Analysis and soon to be certified for Persuasive Communication. <p>Joined Dale Carnegie in 1990 - 2004 A Trainer in all of the Dale Carnegie® Programs.</p> <ul style="list-style-type: none"> - <i>Effective Communication and Human Relations</i> (a 12-week time phased training to help individuals come out of their comfort zones and be able to network with ease, communicate more naturally, build confidence to make presentations, enhance relationship with others both at work and at home). - <i>Leadership Training for Managers</i> (a 7-week program that expands accountability in decision making, leading team members to higher performance, confidence in communication skills, able to build relationship with others. Revisit planning, organizing, coordinating and controlling strategies and workflow. Conduct performance evaluations that benefit both the individual and the organization). - <i>High Impact Presentations Workshop</i> (A 2-day video enhanced workshop. Usually with 6 – 8 participants who make 5 presentations in the two days and go through video critic to enhance their skills). - <i>Sales Advantage</i> – (A 7-day program that takes participants through all the steps in a sales process – Planning – Closing the sale). - <i>World Class Customer Service</i> – (A customized in-house customer service, time phased workshop. Basically the workshop covers areas such as understanding what is World Class Customer Service, Providing Sales-related Service, Resolving Customer Conflicts, Negotiating with Customers, Servicing Internal Customers are some of the modules). <p>A Certified Master Trainer in the Dale Carnegie Course® and the Leadership Advantage Programs. Have conducted training in South Korea, Malaysia, Indonesia and Thailand and given seminars in the USA. All these trainings were based on the original Dale Carnegie programs.</p>

<p>Other Relevant Courses or Workshops</p> <p>Other work experience</p>	<p>Have participated in:</p> <ul style="list-style-type: none"> - 7-Habits of Highly Effective People - Situational Leadership - Critical Skills for Managers - Leadership – Great Leaders Great Teams Great Results - Talent Development – Communication for a High Impact <p>Prior to joining Dale Carnegie, Mr. Govindasamy was the Vice-Principal, Academic Affairs, worked as an Accounting & Business Lecturer and an Academic Advisor at Saint John’s University in Bangkok, Thailand.</p> <p>I also worked as an Office Manager for RCA Service in Norwalk, Connecticut, USA. 1978 - 1982</p> <p>Has a Baccalaureate Degree in Business Administration, Danbury State College, CT. USA. Diploma in Business Studies, Saint John’s College of Commerce, and has taken numerous Accounting, Management and Business courses at Assumption University, Worcester, MA. USA.</p> <p>With 17 years of management experience and 15 years of sales experience, he has delivered and achieved personal sales growths in the Dale Carnegie organization.</p> <p>He was a former member of the American Chamber of Commerce in Thailand where he co-chaired the Human Resources Committee for five years.</p> <p>Also a former Treasurer for the Steno Typists Association of Thailand.</p>
<p>Client categories</p>	<p>A variety of customized programs for various industries, including but not limited to: sales training, customer service, communication and leadership, personal effectiveness and success, motivation and quality, supervising others.</p>
<p>2012 to Present</p>	<p>Have been assisting The ATTA Training and Consulting Company facilitating leadership development workshops for their multi-national and Thai clients from various industries. Have also facilitated team building workshops for some of them. As a certified coach, I have also coached some of their leaders on both life and business coaching focusing on executive development. For some of these companies, have also coached their talents on leadership, communication, customer orientation, time management, and employee development.</p>

Licensed to conduct all of the Dale Carnegie® programs and is a Master Trainer in a number of leadership programs for senior executives.

He has conducted training in South Korea, Malaysia and Thailand. Training that has included a number of one and two day sales programs for multinational organizations who were increasingly relying on the ability of their consultant to generate new sales, as opposed to their relying on referrals from the home office. Elan has worked with multinational organizations from a wide range of different industries.

Former Managing Director of the Dale Carnegie® representative office in Bangkok, Thailand, a post he has held since 1992, the same year in which he was awarded, at the Dale Carnegie® annual convention in North America for his outstanding sales performance. In 2002 he received the highest repeat business award again, for the Asia region during the annual Dale Carnegie® convention in Washington DC.

Has been actively involved with the American Chamber of Commerce in Thailand, and has served as co-chairman of its Human Resources Committee. In which role Elan has been able to expand and improve his networking skills.

Presently licensed to deliver the following workshops / courses:

1. Situational Leadership
2. Insights Discovery
3. Time Management
4. Leadership Development Series
5. Management Training for Managers
6. Sales Training
7. Customer Relationship Training – Exceeding Customer Expectations
8. Executive Image Program
9. Presentation Workshop
10. Coaching for Improved Performance
11. Mentoring
12. One on One Coaching
13. Developing Interpersonal Skills
14. Bringing out the Leader in You
15. Team Building
16. Team Work
17. Customize workshops according to needs of organization