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MIM Course Leader Profile



AMY WAN RATOS MMIM, MIM-CPT

BSc (University of North Carolina, USA)

MSc (Training & HRD) (Leicester University, UK)

Certified and Licensed trainer in *Emotional Intelligence* (USA)

Amy has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA.

Amy is a certified EQ trainer by 6 Seconds (USA) and a certified NLP Practitioner from ISNS (USA). She also holds a TAA004 certificate in Work-based Training, accredited by the Australian AWBT.

Her corporate experience in Japanese and American firms instilled a fierce determination that we are all born to succeed! Amy was involved in their transformational stages to shift the paradigms of the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the Malcolm Baldrige-awarded customer satisfaction program and the Leadership Thru Quality (LTQ) program.

Amy has facilitated many workshops in Southeast Asia, Taiwan, Canada and the USA. Her participants are mainly managers, executives and staff from corporate clients, the public sector, GLCs and NGOs. Amy has trained organizations such as DHL, Bank Negara, Standard Chartered Bank, IDFR, HongKong Bank, 3M, UMW, Coca Cola, KFC, Tradewinds and many more. She is a popular conference speaker on the international circuit. She also facilitates at conferences / workshops for Toastmasters, the Malaysian Institute of Management (MIM) and the International Association of Facilitators.

An articulate and fluent speaker, Amy has been the winner of many international speech contests. She has coached and mentored many speech contest winners. She is proficient in both Bahasa Malaysia and English.

Amy is a member of the Malaysian Institute of Management (MIM) and a MIM Certified Professional Trainer (MIM-CPT).

