

TAN SHU-TZE

Consultant, HANN Asia



Areas of Expertise:

- Organisational Effectiveness
- Talent Management
- Culture Change
- Business Coach

ABOUT SHU-TZE

Shu-Tze comes with more than 20 years of corporate and consulting experiences with multi-national corporations (MNCs) across borders and industries. She is known as an organisation strategist who specialises in organisational effectiveness and talent management. She is also known for her coaching and facilitation approach that connects convictions & emotions to facts & logic. She works with successful leaders to redefine their purpose and align their thinking to create meaningful outcomes.

QUALIFICATIONS

- Bachelor of Arts (Honours) in Social Science
- Certified International Coach Federation (ICF) coach
- Certified Master Practitioner for Neuro-Linguistic programming (NLP) and Time-Line Therapy™

RELEVANT EXPERIENCES

● Key Projects

- **Organisation & Talent Strategy.** Designed & implemented 1 to 3 years organisation-wide strategy to ensure right structure, process & people were in place to deliver results. Her achievements included an increase in country revenue by more than 150%, reduction in recruitment cost by over 40%, acceleration in change adoption rate by over 90% across the entire organisation.
- **Culture Change.** Designed & implemented short and long-term culture change projects to drive business results. Facilitated change projects such as a 7-week Sales Effectiveness Clinic that increased sales by 147%, and a 18-month Service Mindset Change that increased Net Promoter Scores (NPS) and Customer Effort Scores (CES) by more than 50%.
- **Talent Management and Succession Strategy.** Designed & implemented strategies that increased succession pool by 33%, succession rate by 30% and cross-functional succession by 14% through effective talent council discussion, talent identification and leadership development for a few plantation, property development & insurance companies.

● Tools Proficiency

- Application of **Hogans**, **SHL OPQ** and **HR Chally** in the areas of Verbal, Numerical, Inductive & Deductive Reasoning and also Value & Motivation Assessment.
- Administration of **Lominger Leadership Architect®** and **Team Architect® Suite** to ascertain leadership, culture and team bench strengths.