

Spectrum Management Consulting Pte Ltd



Susan Ng

Senior Consultant

Susan has more than 10 years of rich Human Resource experience working with large and small companies in the public and private sectors., mainly with companies just starting up and undergoing restructuring. Susan is very much a hands-on practitioner who has played the internal OD consultant role where she helped to set up and manage many staff development functions and implemented change initiatives especially for organisations undergoing restructuring

She is familiar with open, closed and 360o performance appraisals and conducted training sessions for supervisors and managers in managing self, managing others, managing time/stress, employee grievances, performance management, coaching & mentoring, OJT coaching and application of the employment act to their day-to-day job function.

She had also help set up and managed a regional training function specialising in SAP IT user training. She has also facilitated career development programmes such as job rotation, job counselling and mentorship (for Director levels only). Many of these are through personalised coaching sessions.

Some organisations she has worked with in design and/or training are Comfort Taxi, TNT Express Worldwide, Adaptec Manufacturing, Singapore MRT, HDB, EM Services, Retail Academy of Singapore, United Overseas Bank, Porsche, Economic Development Board, SPRING Singapore, National Institute of Education, etc.

Susan is an accredited practitioner of Myers-Briggs Type Indicator (MBTITM), a personality type assessment for career development and she is an accredited consultant of Harrison Innerview System, a job suitability instrument for recruitment, career management and succession planning. She has certificates in Internal Quality Audit and Applied Psychology.

With her experience in counselling, training, human resource and qualifications in applied psychology and learning styles, she has helped many people using the personality testing tools and personalised coaching sessions to manage self, others and performance.

She was formerly a Senior Assistant Director heading the Staff Development Department at the National University of Singapore.

Susan holds a Bachelor of Business in Business Administration specializing in HRM from the Royal Melbourne Institute of Technology as well as a Diploma in Training & Development. She is currently working on her dissertation for her masters degree in Instructional Design and Technology at the National Institute of Education. She has attended the NSRS Consultant course.