

# Roy Lai

“INSPIRED BY LEARNING!”

For more than two decades, Roy has immersed himself in the L&D environment. An Author and Advisor; Mentor Facilitator, Trainer, Consultant and Coach; a Prominent Keynote Speaker and highly sorted after; Roy has embraced himself in the Learning business for the last 24 years.

Most sorted after for his unique characteristics, disposition and personality, Roy addresses more than 200 000 delegates in his career. He has put in over 30 000 professional hours spanning across 15 countries internationally.

Since 1998, Roy has facilitated thousands of programs and serves more than 10 000 delegates from the Fortune 500 companies around the world annually.



Roy has worked with a wide spectrum of industries including banking, finance, shipping, logistics, mining, manufacturing, real estate, pharmaceuticals, bio-technology, beauty, electronics, retail, automobile, telecommunications, distribution, healthcare, gaming, F&B, transportation, logistic, aviation, hospitality, engineering, academic, business advisory, consulting, security, construction, infocomm, FMCG, retail, entertainment, leisure, governmental and statutory bodies.

Serving a wide range of delegates from different organizations and continents, Roy travels between Singapore, Malaysia, Indonesia, Philippines, Greater China, Hong Kong, Taiwan, Macau, UAE, Qatar, Saudi Arabia, India, Pakistan, Sri Lanka, Bangladesh, Vietnam and Cambodia - delivering speeches, lectures and workshops.

As a keynote, Roy has the unique ability to quickly liven up his audiences. Offering a “practitioner’s view” and “the real world” of topics, he calls it REAL learning. Roy fires his audiences up by delivering his messages so inspirational that they often want to hear more. Roy is frequently complimented for keeping his sessions and learning experiences ALIVE!

Roy’s experiential, activity-based & action learning programs are highly recommended and endorsed by past participants as well as sponsors! The feedback received has consistently referred to the sessions being interesting, engaging, practical, humorous, entertaining, fun-loving – and effective. Whether it is for a small group of 6 or a large audience of thousands, Roy’s presentations are always delivered with total commitment, leaving delegates wanting to come back for more.

Delivering his workshops with undivided passion and elevating his delegates, Since 1998, Roy traditionally covers topics such as Professional Effectiveness - the utmost importance of oneself is to learn to be a better self; Problem Solving and Decision Making – 50% of a problem is solved by scientifically defining the problem statement; Creativity – The right and left brain are combined to process creativity successfully; Teams - we can’t do it alone, no one can be left alone. Leadership - everything that happens is the leader’s responsibility in some way, be it good or bad; Service Management – It’s about the “2<sup>nd</sup> extra miles”, one mile is not enough; Presentation – present confidently, present passionately; Communication - we often communicate but so often we miscommunicate; Personality Profiling - knowing me know you, an application so essential in the multi-disciplinary contexts.

Extensively involved in trainers’ training & facilitation programs since 2003, Roy was instrumental in several training frameworks and served on different guiding and validation committees. Roy had also been involved in the initialization of Trainers Networks, Communities of Practice and Special Interest Groups for the Training & Facilitation Practices.

Coined as a signature program, Roy's trainer facilitator development programs are mark as the most significant in the industry. From Learning to Facilitation, its Science to its Arts, the Roots and Sculptures, from True Facilitation to Pure Facilitation, Roy's program is packed full of technologies and techniques that some say it is a university all on its own 369 Philosophical Framework. It's a program you will not regret attending!

"It is not about how much we know, it's about how much they will know. It is not about how great are we, it is about how great they will be!" – Roy Lai

Roy was a validation community member for the National Competency Standard of both the Advanced Certificate in Training & Assessment (ACTA) and the Diploma in Adult Continuing Education (DACE) with the Singapore Workforce Development Agency (WDA). He was the Guiding Committee member of the Community of Practice Competency Based Assessment of the Singapore Training and Development Association (STADA) and Vice-Chaired the Special Interest Group Facilitation with the Adult Education Network (AEN).

Roy serves currently as the President of the Singapore Training and Development Association (STADA), President and Chair of the International Professional Accreditation Council (IPAC), President of the Asian Trainers Bureau (ATB), Honorary President of the Haikou Etiquette Association, President of CASEA Academy, Founder & CEO of The Center For Learning, Panel Advisor to the Institute of Adult Learning (Singapore University of Social Science - Research) and the Founding Chair of the R&A Group of Companies.

As a pioneer of the national training framework, Roy played the key roles of an educator, developer, facilitator, coach, assessor, supervisor, sponsor and host company. Roy had been a vivid trainer & Assessor of the ACTA and DACE course offered by WDA with the Singapore Institute of Management (SIM), Singapore Training & Development Association (STADA) and the Institute For Adult Learning (IAL) since 2006.

Prior to being a learning practitioner, Roy held positions of General Manager and Country Manager of multinational public-listed companies in several countries. He was historically involved in general management, training and development, channel management, customer service, human resource and business development. These richly varied experiences have endowed him with the ability to engage with and relate to people from different cultures and backgrounds.

Holding a Master Degree in Business Administration from the University Of South Australia, Roy is also a certified trainer in Problem Solving and Creativity with DPI and a certified Business Plan Consultant with CPCI Grant Thornton Australia. He had also obtained the Advanced Certificate in Training and Assessment from the Workforce Development Agency Singapore and Certificate IV in Training and Assessment from the Australian Qualification Framework.

Last but not least, Roy assumes the role of advisor to many developmental projects, institutions and associations. To many, he is both a mentor & a coach, and every so often a trainers' Trainer. Some call him the Guru or Sifu, while others affectionately address him Master Mentor.

Roy is fully conversant in English, Mandarin and Cantonese. In his unique way, he continues to offer an extraordinary learning experience for all. Aspiring to continuously improve himself, Roy aims to learn without ceasing, holding a "never the best, always better" view close to his heart.

Dynamic and truly authentic, Roy continues his journey of influencing and inspiring others tirelessly. With an entirely original personality, he believes learning is fun. As an educationist at heart, he conscientiously promotes his philosophy that learning is a mutual process.

Humbly, Roy strives to serve the community, instilling professionalism.

**“Learning is inevitable, Learning takes a lifetime, Learning never ends, Learning is the best tool in life,  
Learning is Continuous, Learning is Contagious, **Learning is Unlimited,**  
**Learning is Magnanimous,** Learning is the fastest way to better,  
Learning is the best way to grow, Learning has the highest rate of ROI, Learning Gives you a lifetime,  
It’s all about Learning.” – Roy Lai**

*"Roy has the rare talent of being able to bring you into your true elements, and then re-surface from there to attain a higher level of self-actualization. The great thing is, you won't even realize it as you're having so much fun!"*

*(A principal consultant of a similar trade)*

*Some Organizations where delegates had attended Roy's learning sessions:*

3M, Accord Express, Agency For Integrated Care, Alcatel-Lucent, Alpha Analytical, Alstom Power, American Airlines, American Insurance Agency, Ameriod Logistics, Amtek Engineering, Andalus Corporation, AON, APL Limited, Apple Computer, Applied BioSystems, Asahi Techno Vision, Autodesk, Autofina Chemicals, Aviva Insurance, AXA Insurance, Beckon Dickinson, Benchmark Electronics, BMT Asia Pacific, BMW Asia, BNP Paribas, Bowen Secondary School, Carrier Singapore, Central Provident Fund Board, Centrepont Properties, Certis CISCO, Changi International Airport Services, Chervon Singapore, China Everbright Bank, China Light Power HK, China Minsheng Banking Corporation, Cinnamon Hotel Group, CISCO Systems, City Development Ltd, Civil Aviation Authority of Singapore, Civil Defense, Civil Service College, Colourface International, Containers Printers, Credit Suisse, CWT Ltd, Daikin Air-conditioning, Development Bank Of Singapore, DHL, Discovery Network, DnB Scantruck, DSDT Transportation, Dunman High School, DuPont Asia, DWG, East Asiatic Company, Federal Express, Fullerton Hotel, German Asian Young Leaders, Goodrich Corporation, Great Eastern Life Assurance, Gul Technologies, GuocoLand Limited, Hallmark Card, Harpers Haw Pars, Henkel AG, Hermes International, Home Team Academy, Honda Kah Motors, Honeywell Singapore, Hong Kong and Shanghai Bank, Hong Kong Polytechnic University, Prudential Assurance Company, Hong Kong Scout Association, Institute of Banking and Finance, Institute of Technical Education, Isetan Holdings, ISS Services, Jamiyah Halfway House, Jason Marine, Jurong Ville Secondary School, KFC Singapore, Kiddiwinkle Schoolhouse, King Abdulaziz University, KK Women's and Children's Hospital, Knight Frank, KPMG, Land Transport Authority, Lintec & Linnhoff, Marina Bay Sands, Marks & Spencer, Maxis, MC Packaging, MCL Land Ltd, MECS Global, Merrill Lynch, Ministry Of Defence, Ministry of Education (Singapore), Ministry of Education & Training (Vietnam), Ministry of Health, Ministry of Home Affairs, Ministry of Manpower, Mitsubishi Electric, Miura & Associates, Motorola University, Murata Electronics, MyGym, National Council of Social Services, National Parks, National Semiconductor, National Technology University Singapore, National Trades Union Congress, National University Hospital, National University Of Singapore, National Youth Council, NCS Pte Ltd, NEC Corporation, Ngee Ann Polytechnic, Ngee Ann Secondary School, No. 1 Costume, Norinchukin Bank, Nanyang Polytechnic, Overseas-Chinese Banking Corporation, P&G, Panasonic Asia, Pepsico, Petronas Tower, Pfizer Inc., Popular Holdings, POSB Bank, PriceWaterhouse Coopers, Prudential Assurance Company, P&G, Public Utilities Board, Republic of Singapore Airforce, Republic of Singapore Navy, Singapore Immigration, Singapore Polytechnic, Republic Polytechnic, Resort World Sentosa Singapore, Singapore Scout Association, Robinson Holdings, Rohlig Logistics, Rockwool, Rolls Royce, SATS Ltd, Saudi Arabic Oil Company, Sentosa Development Corporation, SETSCO Services, Shimano Singapore, Shop N Save, Singapore Airlines, Singapore Armed Forces, Singapore Civil Defence Force, Singapore Cricket Club, Singapore Food Industries, Singapore General Hospital, Singapore Institute of Management, Singapore Kindness Movement, Singapore Maritime Officers' Union, Singapore Petroleum Company, Singapore Police Force, Singapore Pools (Private) Ltd, Singapore Powers, Singapore Scout Association, Singapore Sports Council, Singapore Technologies, Singapore Turf Club, Singapore University of Technology & Design, Sino Group Hong Kong, SLI Insurance, SmartTone Vodafone, SMRT Corporation Ltd, Societe Generale, Sony Singapore, Standard Chartered Bank, Stanley Black & Decker, SWIRE Coca Cola HK Ltd, Symantec Corporation, Tan Tock Seng Hospital, Temasek Holdings, Tesco Corporation, The Ascott Ltd, The Maersk Group, Tunglук Group, UBS AG, United Overseas Bank, United Parcel Services, Urban Development Authority, Vantage Automotive, Walton International, Wild Life Reserves, WOKO Catering, YHI Corporation, Yishun Technical School....

## **Highlights**

Facilitates Professional Development Programs Since 1998

Facilitates Trainer Development Programs Since 2003

President - Asian Trainers Bureau (2006)

Faculty Staff Lead Singapore Institute of Management (2007)

Committee Member - Workforce Development Agency (Training & Assessment) Singapore (2006)

Guiding Committee Member Community Of Practice - Singapore Training & Development Association (2007)

Commissioned to develop the Advanced Certificate in Training and Assessment (ACTA), The Institute of Adult Learning, Workforce Agency Singapore (2008)

Validation Committee, Institute of Adult Learning, Workforce Agency Singapore, Diploma in Adult Continuing Education (DACE) 2010

Management Committee Member – Singapore Training & Development Association (2013)

President – Singapore Training & Development Association (2018)

Honorary President - Haikou Etiquette Association, China (2018)

President IPAC – International Professional Accreditation Council (2019)

President - CASEA Academy (Central Asia and Southaast Asia) (2020)

President – TCFLearn, The Center for Learning 2021 (Social Enterprise, Learning)

Panel Advisor – Institute For Adult Learning (Research), University of Social Science Singapore (2021)

Chairperson R&A Group of Companies 2007