

## Professional Certifications

- Facilitation Impact Award: Platinum Award (from International Association of Facilitators) (2019)
- Certified Facilitator of the LEGO® SERIOUS PLAY® method
- Technology of Participation (Focused Conversation & Consensus Building)
- Technology of Participation (Focused Conversation & Consensus Building; Participatory Strategic Planning; Spirit of Facilitation)

## Languages

Cantonese (native fluency)  
English (fluency)

## Education

- University of Applied Sciences and Arts Northwestern Switzerland
- The Hong Kong Polytechnic University

## Katherine Sum (she/her)

### Director of Client Service | Facilitator

**Katherine is both a skilled facilitator, and a specialist in L&D support and business operations. Formerly Director of Marketing and Communications for the International Association of Facilitators (IAF) Hong Kong, she specialises in Process Facilitation, Facilitation Training and Lego® Serious Play®. Whether facilitating a group or supporting clients behind-the-scenes with administration, logistics and account management, she brings a highly exploratory and engaging style to every encounter and values her reputation for connecting deeply in the service of excellent client outcomes.**



Katherine was born in Hong Kong and educated in Hong Kong and Switzerland. She has been in Learning & Development and Business Support roles for ten years, including 7 years as a Facilitator and Director of Client Service for Dramatic Difference. Previously she was an Executive Officer with the HKSAR Government, Executive Assistant to the MD, particularly supporting HR & Communications projects.

Katherine specialises in Process Facilitation and Facilitation Training. As a Facilitator she is known for connecting deeply in the service of her participants' outcomes, and for having a highly exploratory and engaging style. She is passionate about team development, and building collaboration across functions, geographies and cultures. She is a specialist business and event support functions in organisations with an international focus.

### Recent clients include:

Iron Mountain | Woolworths | The Hong Kong Polytechnic University - "Community Support for Carers" | The Chinese University of Hong Kong - Student Cultural Integration Program | HK Jockey Club CarbonCare Open Innovation Lab | Malaysian university Diversity & Inclusion Youth Camp.

### Passion, Purpose & Personal

In her spare time Katherine enjoys hiking and travel – as well as good company, good food and good coffee. Passionate to build an Admin Professional Network in Hong Kong that connects Exec Assistants, Office Managers and Admin Professionals.

### Testimonial

*"The magic of using Lego to open our mind and talk! If you are looking for a team building activity that contains all elements of ice-breaking, motivation and self-improvement, here is the workshop for you.*

*Thank you Katherine's great job to keep us engaged and focused throughout the session! This workshop made me so excited for what's to come next and it suits people in different ways. You will never know the outcomes unless you build these little pieces of Lego in person with the guidelines from Katherine. We did enjoy this 2 hours with the take away that you shouldn't miss."*  
– Kitty Yiu, Executive Assistant/Office Manager –Iron Mountain