

## Professional Certifications

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

## Languages

- Cantonese (native fluency)
- English (fluent)
- Mandarin (conversational)

## 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, Everything DiSC® 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 in business and event support functions in organisations with an international focus.

### Recent clients include:

Natixis | 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 playing badminton 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

*"[T]he magic of using Lego to open our mind and talk! [I]f you are looking for a team building activity that contains all elements of icebreaking, motivation and self-improvement, here is the workshop for you.*

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