

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

"[K]atherine guided us in the organization of several initiatives around coaching and Diversity & Inclusion initiatives in the past several years. Katherine stands out in the organization and facilitation of events; she recently led the LEGO® SERIOUS PLAY® workshop for our employees during our learning days and made them very engaged in the session. [S]he is a creative, agile and well organized human being."

Eric Guillermin, Head of Learning & Development, Natixis Corporate & Investment Bank