

Master Class:

Professional Certificate in Strategic Learning and Development Business Partner

How different would it be if...

Business leaders came to you, as strategic partner, to solve their toughest performance challenges?

You could answer every tough question from senior leadership about the value of training?

You could confidently prove how your L&D initiatives directly impact key business metrics?

This program is designed to transform L&D practitioners **from training facilitators into strategic partners** who **solve business problems**, **drive performance**, and **command a seat at the leadership table**. It combines core trainer mastery with advanced strategic influence.

Program Objectives:

Upon completion of this program, participants will be able to:

- Evolve from a training facilitator mindset to a **strategic L&D business partner mindset**
- Apply a **performance consulting framework** to diagnose root causes of business problems and prescribe targeted solutions
- **Design and deliver learner-centric programs** that are directly aligned with strategic business objectives
- Utilize **data storytelling techniques** to communicate the **value and ROI of L&D initiatives** to stakeholders
- Demonstrate **executive presence** and **strategic facilitation skills** to manage **high-stake conversations** and secure buy-in
- Apply core **adult learning principles** and **dynamic facilitation techniques** to engage any audience
- Develop a plan to **build lasting rapport with business leaders and integrate L&D into core business processes**

Pre-Workshop	Workshop	Post-Workshop
Strategic Intake Call A 15-min 1-on-1 Call to explore each participant's specific business challenge and goals for the program	Interactive Workshop 2-Day Face-to-Face	Strategic Partner Support Package Basic Tier <ul style="list-style-type: none"> ▪ TNA Consultation: A 90-min session to conduct a high-level Training Needs Analysis for a team/ dept./ BU of the participant's choice of ▪ Digital Toolkit Access: All templates & guides in downloadable format Premium Tier (Optional at a fee) <ul style="list-style-type: none"> ▪ Personalized Program Critique: Detailed feedback on one program design/ outline ▪ 1-on-1 Coaching Session: A 60-min call to tackle specific implementation challenges ▪ Community of Practice: Quarterly virtual sessions for alumni to share successes & challenges

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Content Highlights:

The Strategic Partner Foundation

The Mindset of a Strategic L&D Partner

- **From order-taker to trusted advisor:** Redefining your role in the business.
- **The language of business:** Translating L&D activity into business outcomes (**revenue, cost, risk, productivity**).

The Trainer's Core: Essentials of Program Design & Facilitation

- **Applying Adult Learning Principles** to create a structured learning journey
- **Developing clear learning objectives** that link to performance outcomes
- **Dynamic delivery techniques** for engagement, questioning, and managing group energy.
- **Practice session:** Facilitating a mini-lesson with peer feedback.

Performance Consulting in Action

- **The Change Discovery Map:** A hands-on workshop to analyze real case studies
- **Conducting root-cause analysis** to identify the true performance gap

Strategic Facilitation & Rapport Building

- **Techniques for facilitating dialogues** that build consensus and commitment with business leaders
- **Establishing a "client interface mechanism"** for ongoing partnership

Mastering Influence & Execution

Executive Presence for L&D Leaders

- **Commanding the room:** Techniques for projecting confidence and credibility with senior audiences
- **Managing pushback and tough questions** with composure and data

The ROI Conversation: Data Storytelling for L&D

- **Moving beyond learning metrics** to business impact metrics
- **Practice Session:** Crafting a compelling data narrative to defend and advance your L&D strategy

Answering the Tough Questions

- **Role-play Drill:** Responding to executive challenges on value, ROI, and time investment

Action Planning for Partnership

- **Personal strategic plan development:** Committing to one key action to solidify a business partnership post-workshop

Target Group: L&D professionals, HR partners, new trainers, and managers responsible for developing staff and achieving business results

Methodology: This program **models the practices it teaches**, ensuring a practical & engaging learning experience.

- **Blended Learning:** Pre-work includes a short **business acumen self-assessment**
- **Case-Based Learning:** **Real-world scenarios from various industries** to ensure practicality
- **Role-Playing & Simulations:** Realistic practice sessions for facilitation, performance consulting conversations, and executive Q&As
- **Hands-On Toolkits:** Ready-to-apply templates - **Training Design Blueprint, Performance Consulting Discovery Map, Data Storytelling Canvas & Strategic Partner Action Plan**
- **Collaborative Workshops:** Small group work to solve problems & provide peer feedback, building a community of practice

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Dr. Chester Tsang

Dr. Chester Tsang, an ICF-accredited Professional Certified Coach, brings 30+ years of award-winning expertise in empowering leaders across hospitality, healthcare, transportation, and retail industries in East Asia.

Ranked first in Asia and second worldwide for ATD's prestigious "BEST" Award and a three-time Gold Prize winner for Training Excellence (HKMA), he specializes in building coaching cultures that drive upward mobility and leadership growth. His legacy includes pioneering large-scale organizational transformations, such as enterprise-wide coaching frameworks for over 5,000 managers and service leadership programs for 500+ healthcare professionals.

Holding a Doctorate in Education and certifications in globally recognized leadership methodologies, Chester's approach centers on fostering leadership behaviours, staff engagement, and motivational strategies. His work directly enables managers to elevate teams through developmental coaching, energy-building techniques, and needs-based motivation – aligning with this workshop's objectives of enhancing influence, reinforcing growth mindsets, and achieving results through people-centered practices.

Kelvin Ng

With over 25 years of cross-industry expertise in leadership development and organizational transformation, Kelvin specializes in driving performance management systems, culture change, and competency-based learning frameworks across logistics, telecommunications, travel retail, property management, and hospitality sectors in Greater China.

His proven methodologies focus on moving responsibilities downward through tactical delegation and accountability structures. Kelvin has designed and implemented large-scale initiatives including leadership review frameworks, employee engagement strategies, and management trainee programs for multinational conglomerates and hospitality leaders.

Certified in ATD facilitation, Hogan assessments, and innovative methodologies like LEGO® Serious Play® and emotional intelligence tools, he equips managers to operationalize responsibilities effectively. His approach aligns with this workshop's core objectives by enabling structured feedback systems, task assignment frameworks, and performance management practices that enhance organizational effectiveness. Kelvin's expertise ensures managers can confidently engage teams, motivate through clarity in expectations, and foster accountability – directly supporting the program's focus on managerial precision and results-driven delegation.