Consultancy and Training Services That Transform Your Organisation

ENERIworks

Growing People. Shaping Systems.
One Conversation at a time.





☆ Meet Irene Yong — Your Expert Consulting & Facilitation Partner

With over 17 years of experience in Leadership and Organisation Development works with the Public sector (10+ years with Institute of Leadership and Organisation Development, Civil Service College), Irene brings deep expertise in consultancy, facilitation, curriculum design, and organisational transformation.

She has partnered with public sector agencies, statutory boards, and leading institutions—advising on Change curriculum, facilitating high-stakes leadership conversations, and building organisational capability across Singapore's public service. Her approach blends strategic insight with human-centred facilitation to deliver real, lasting impact.

Areas of Expertise: Leadership Development · Organisational Development · Change Management · Coaching · Curriculum Design · Learning Organisation/Systems Thinking

Irene is a **Firo-b Certified Trainer**, **ICF Associate Coach (ICF)**, **Systemic Team Coaching Certified (AoEC)**, **ACTA (IAL)**, **SPOT Facilitation** and **Prosci Change Practitioner** — among other qualifications.

Past/Current Clients include:

sph media · Agency for Science, Technology and Research SINGAPORE · NGEE ANN POLYTECHNIC · SINGAPORE POLICE FORCE · SINGAPORE PRISON SERVICE

ENERGY MARKET AUTHORITY Our Clean Energy Future · National Heritage Board · Ministry of Education SINGAPORE · MINDEF SINGAPORE · Health Promotion Board · Building and Construction Authority

Associate Certified Coach (ACC)


ICF Credentials and Standards

is honored to confer upon

Irene Yong

the designation of

Associate Certified Coach (ACC)™

The designation is earned by demonstrating knowledge and proficient use of core coaching skills through a comprehensive application and evaluation process designed to ensure high standards for the coaching profession and the clients it serves.

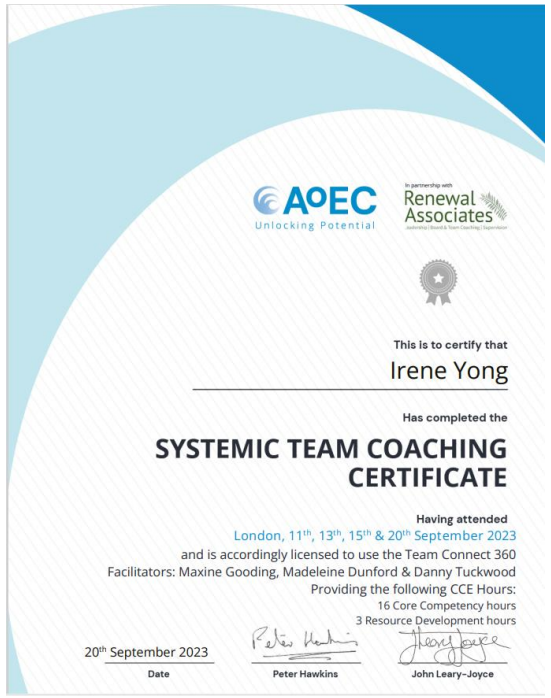
Awarded on this day: 6/18/2025

Valid through: 6/30/2028

Mary Anna Wright, MCC, ACTC
2029 Global Board Chair
ICF Credentials and Standards

Magdalena Nowicka Mook
CEO
International Coaching Federation




AOEC
Unlocking Potential

In partnership with
Renewal Associates

This is to certify that

Irene Yong

Has completed the

SYSTEMIC TEAM COACHING CERTIFICATE

Having attended

London, 11th, 13th, 15th & 20th September 2023

and is accordingly licensed to use the Team Connect 360

Facilitators: Maxine Gooding, Madeleine Dunford & Danny Tuckwood

Providing the following CCE Hours:

16 Core Competency hours

3 Resource Development hours

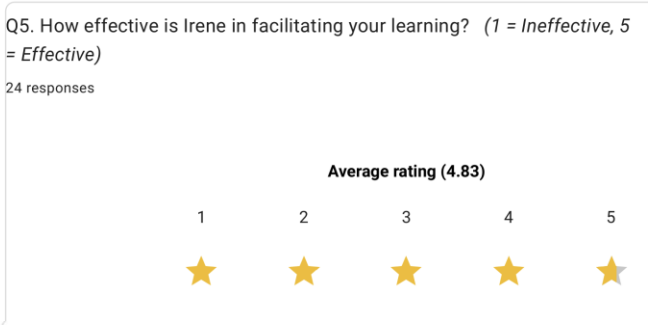
20th September 2023
Date

Peter Hawkins

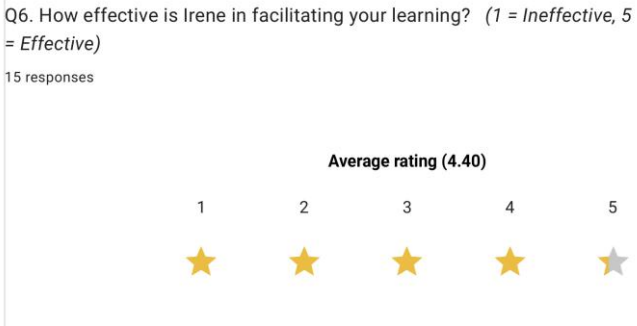
John Leary-Joyce

Most Recent Leadership Programme Feedback/Evals May 2026

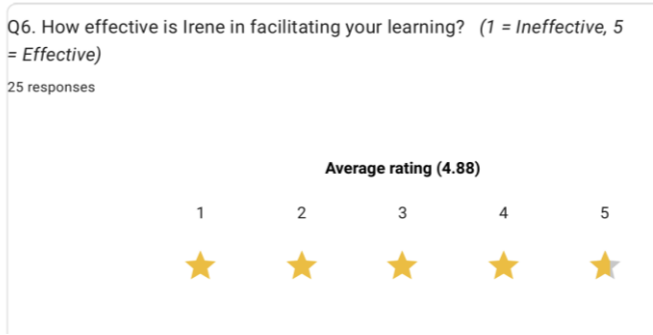
Mod 1: 4.4/5
Firo-b and Self



Mod 2: 4.83/5
Coaching & Feedback



Mod 3: 4.88/5
Leading others Through Change



Client Testimonial:

It was a pleasure working with Irene on our recent programme development and delivery for a leadership milestone programme for first-time managers. Irene is a sincere partner who genuinely listens and collaborates. She could quickly grasp our organizational constraints while keeping our big-picture goals in sight.

She also brought an incredible balance to the programme design, ensuring it met our exact needs while keeping participants engaged. She was incredibly generous with her expertise, offering fresh perspectives and ideas to ensure the content resonated within our culture and audience. The positive feedback we received speaks for itself. Working with her felt like having a brilliant extension of our own team, and I highly recommend her to any organization looking to drive meaningful development

Chloe Yeo, Lead, Talent Management at SPH Media

Client's Testimonials:

1. Client's Feedback on service rendered – 1 Day Teaming Retreat for Biomedical Research Council (BMRC), A*STAR 80 pax

"You did a great job. The participants followed you closely and there was no confusion.

Hope to hear about your CSC stories in the future."

Huck Hui, [Assistant Chief Executive (Designate)]

Research and Talent Development

Client Testimonials:

The officers enjoyed the training and found the sessions useful to prepare them to be coach-like supervisors going ahead. The practice sessions made a big impact, allowing them to gain hands-on experience and truly appreciate and apply the knowledge and skills learnt. The coaching journal which you prepared for the class and the 'coaching posters' created a supportive environment for the participants too! I really appreciated you working alongside us in designing the program.

Mr Leow Teck Wee, Head Training (PID), SPF

The 1-to-1 coaching session with you was very helpful. You were listening to my need and probing deeply yet without introducing anxiety to help me find my own answers. You also paced the coaching session well, giving me ample space to think and process information to reshape my views. I understand myself and my own needs much better after the coaching session. Thank you so much.

Zong Yun, Director, Office of the Deputy Chief Executive Research (A*STAR)

Track Records (Recent 2 years)

2026	Small Group Coaching for Multi-rater feedback for Leadership Capability Development	Ongoing	--
	Leadership Programme for first time manager (SPH Media)	5 days total in 3 modules	1 run
	ECO dept workshop (EMA)	½ day	1 runs
	Essential Coaching Skills for Impact (SPF)	2 days	7 runs
	EES readback session for Senior leaders (A*STAR)	4 Sessions	--
2025	Essential Coaching Skills for Impact (SPF)	2 days	2 runs
	DADs LO dept workshop (EMA)	1 day	1 run
	LO leadership programme for middles (EMA)	2 days + Small Grp Coaching	2 runs
	ATMRI Retreat and Visioning (NTU)	2 days	1 run
	Learning Dept for Change workshop (BCA)	1 day	1 run
	Team visioning workshop 60-80pax (HPB)	1 day	1 run

What I Offer: Tailored Consultancy & Facilitation Services

Every organisation has unique needs. I provide comprehensive L&D and OD consultancy services that adapt to your goals, timelines, and context—ensuring your people and teams are equipped to lead, adapt, and grow.



Leadership Development

Designing and facilitating leadership programmes, strategic conversations, and team effectiveness interventions for executives, managers, and emerging leaders in the public sector.



Organisational Development & Change

Supporting agencies through Change and Transformation journeys—from Employee Engagement Surveys (EES) and townhall facilitation to change roadmap curation and Prosci-based change management.



Curriculum Design & Development

End-to-end curation and design of learning programmes for leaders, managers, project teams, and officers—building targeted capability in a structured, evidence-based way.



Coaching & Team Facilitation

Executive and team coaching anchored in ICF and Systemic Team Coaching methodologies—helping leaders gain clarity, build alignment, and strengthen team effectiveness across functions.

Irene also offers niche expertise in **Learning Organisation development** and **Systems Thinking consulting**—helping public sector agencies build adaptive, future-ready cultures that sustain change beyond the initial intervention.

Portfolio Highlights: Impact Across Agencies

SPH MEDIA

Leadership Programme for First-Time Managers

Challenge: SPH Media needed to rapidly equip a cohort of newly promoted managers with core leadership skills to navigate a fast-changing media landscape.

Deliverables: Designed and facilitated a structured leadership programme covering self-awareness using Firo-B, team management, and communication for first-time managers, incorporating coaching conversations and peer learning.

Outcome: Managers reported increased confidence in leading teams and are willing to try applying structured feedback conversations—embedding a coaching culture at the supervisory level.

A*STAR

EES read backs and Post EES leaders support for intervention/design work

Challenge: As part of the public sector wide EES 2025-26 refreshed survey. Larger agencies sometimes require external support to facilitate readbacks to various departments' Senior Leadership team

Deliverables: Acted as the partnering consultant with the Leadership and OD Team for engagement sessions

For the past EES 2021-23, partnered for post EES intervention work and with leadership team coaching and development to support leaders.

Outcome: Strengthened inter-divisional leadership alignment on leadership show up and leading others.

SINGAPORE POLICE FORCE

Coaching Training & Facilitation Programme

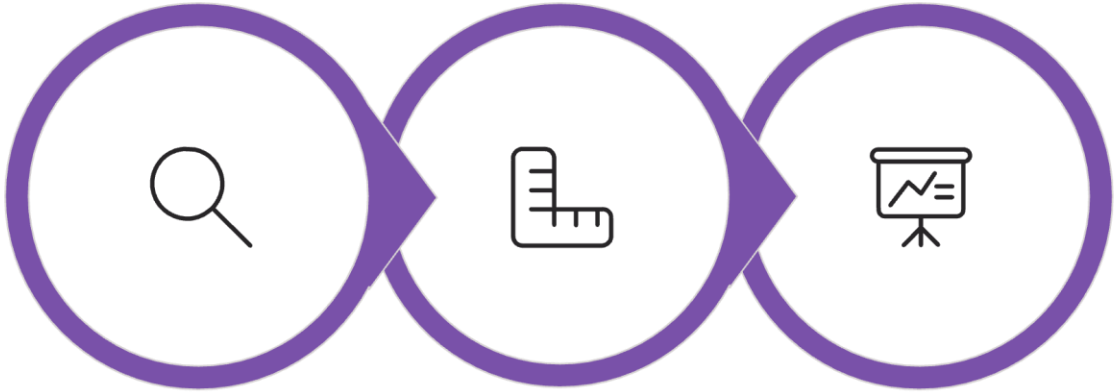
Challenge: Singapore Police Force sought to build internal coaching capability and a more coaching-oriented leadership culture across ranks.

Deliverables: Delivered targeted coaching training for SPF leaders, different teams and divisions, and facilitated structured sessions to embed coaching practices within day-to-day leadership interactions.

Outcome: Officers developed practical coaching skills applicable in supervisory and operational contexts, contributing to a stronger performance and development culture within the force.

How I Work: Transparent & Collaborative Process

Here's my proven engagement process that ensures we're aligned every step of the way—from initial scoping to post-intervention review.



Discovery Design Deliver

Throughout every engagement, I prioritise transparency and partnership. Clients receive regular progress updates, have opportunities for input at key milestones, and maintain direct access to me throughout. I am committed to delivering work that is context-sensitive, evidence-based, and drives measurable behavioural and organisational change.

What You Can Expect

- Thorough needs assessment and stakeholder scoping
- Co-designed interventions tailored to your culture
- Regular check-ins and progress updates
- Open feedback loops at every stage
- Post-delivery review and sustainability planning

Your Role in the Process

- Share your organisational context and strategic goals
- Provide timely feedback on drafts and session designs
- Be available for scheduled alignment check-ins
- Approve key milestones to keep the engagement on track

Ready to transform your organisation?
Let's create something lasting together.

irene@yeneriworks.com

Your people are your greatest asset. Let's help them thrive.

YENERIworks
Growing People. Shaping Systems.
One Conversation at a time.