

Coach Bio



John Y.L.Chan

Executive Coach

Mobile Phone: +65 98338033

Email: john@corporatecoachingpartners.com

John Chan is a business/executive coach to senior managers in Asia. He has over 37 years working experience in various leadership positions in Human Resources, Marketing, Manufacturing, Planning and Finance in Shell Companies in Singapore and in Shell International in U.K. In his previous roles, he has worked with and coached many business leadership teams in Shell in Asia. He is currently a consultant to Shell and other organizations providing coaching and HR/change management consultancy services in Asia.

Professional Expertise/Services

John has worked in Shell in Singapore and Europe for over 37 years and has held various leadership appointments in diverse business functions in Shell (including Retail Marketing Manager, Commercial Marketing Manager, Regional Manager, Business Consulting and Solutions) during his career; he also worked for 3 years at Shell headquarters in London as Strategic Change consultant.

He was HR Director of Shell in Singapore for 6 years and was also concurrently the Transformation Manager for Shell in the East where he worked with both local and regional leadership teams in business transformation and change initiatives, many of which included both team and individual coaching assignments. He has undergone professional coaching training with a reputable coaching programme and is a member of International Coaching Federation.

John is currently engaged by Shell as a consultant providing coaching and change management/business transformation services.

John is also well-known in Singapore for his HR and Change expertise and his achievements in building a strong partnership and employee relations operating model with the Shell Employees Union and growing the Union's Co-operative business to over 3 times since taking over as its President since March 2000. His contributions and achievement was recognized in May Day 2006 by being awarded the prestigious "Friend of Labour" award by the Singapore National Trade Union Congress.

John was also appointed by the Work Development Agency, Ministry of Manpower, Singapore recently as Co- Chairman of Manpower Skills Development Council to oversee the development and implementation of the national competency standards for the HR profession in Singapore, and separately also as a member of Workplace Safety and Health Manpower Skills and Training Council.

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Recent Coaching Assignments

- Currently providing development and transition coaching to both line and HR Managers in Shell.
 - In his role as Country HR Head, John has done a number of development and transition coaching assignments internally for Shell in recent years.
 - Team coaching and development to senior leader teams. In his role as Transformation Manager in Shell in the East, John has worked with senior leadership teams in Singapore, Malaysia, Thailand, Vietnam and China in team development, coaching and business transformation.
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Career History**Coach/Consultant**

Started as a professional coach and HR/Change consultant in July 2006 after his retirement from Shell. Contracted by Shell Eastern Petroleum (Pte) Ltd. to do coaching and change management assignments in Singapore and Asia.

Career History with Shell**HR General Manager and Director,**

Shell Eastern Petroleum (Pte) Ltd. (mid 2000-2006). John was the Country HR head for one of the largest multi-nationals in Singapore with over 2000 employees including 220 expatriates and investments in assets exceeding US\$5 billion.

From 2000-2004 he concurrently held the position of the Transformation Manager for Shell Oil Products East and was responsible for supporting leadership teams and business in implementing change and restructuring initiatives.

During the period he was a member of the Board of Shell Eastern Petroleum (Pte) Ltd., Shell Singapore Trustees Pte Ltd., President, Singapore Shell Employees' Union Co-Operatives Ltd.

Regional Manager, Asia, Business Consultancy and Business Solutions, Shell Services International (1998-2000)

He headed a team of local and expatriate consultants based in Singapore and Kuala Lumpur to provide internal and external consulting work in transformation and business change

Strategic Change Consultant, Shell International, London (1996-1998).

Based in London he provided change management consultancy to Shell Headquarters functions and businesses in Europe and U.S.

Retail Marketing Manager, Shell S'pore (1992-1996)

He was responsible for the P/L bottom-line for the whole retail business in Singapore. His major achievements include the re-imaging of the retail sites and stores, the launch of the convenience stores in Singapore, introduction of differentiated fuel offering and franchise and company-operated outlets. He built the Singapore network to be one of Shell's top performers in the world during that period.

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**Career History
(cont'd)****Commercial/Aviation Marketing Manager, Shell S'pore
(1990-1992)**

Responsible for the P/L of the Commercial Fuels and Lubricants and Aviation Businesses in Singapore.

Employee Relations Manager, Shell Companies in S'pore (1988-1990). During this period, he was instrumental in building strong relations and rapport of the Singapore Shell Employees Union and was the key driver in the development of the Shared Industrial Relations Vision programme which has been recognised externally by both SHRI and NTUC as a leading IR practice and model.

HR Manager, Bukom Refinery, S'pore (1985-1988)**General Affairs Manager, Bukom Refinery (1983-1985)****Industrial Relations Manager, Shell Companies in S'pore
(1979-1983)****Held various positions in Finance, Retail, Planning,
Organization Development from 1968- 1978****Jardine Waugh (Brunei) 1968**

Area Sale Manager, Consumer Goods Division, Brunei

**Education and
Professional
Affiliations**

- Completed Coach Training from Results Coaching.
 - Member of the International Coach Federation
 - Bachelor of Business Administration (Hons.) – U. of Singapore
 - Board Member, Singapore Professional and Executives Institute
 - President, Shell Singapore Employees Union Co-operative
 - Co-Chairman HR Manpower Skills Training Council, WDA, Ministry of Manpower
 - Member Workplace Safety and Health Manpower Skills Training Council, WDA, Ministry of Manpower
 - Board Member, Singapore Narcotics Association
 - Recipient of Singapore National Trade Union's, Singapore prestigious "Friend of Labour" Award 2006
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