



## COMPANY PROFILE

Capstone Consulting and Training  
Registration: 53238649C

## LET THE CLIENTS SPEAK FOR US.



*“Enjoyed the day interacting with my team. Was great learning for the whole team. Exciting, engaging, an experience. Good work Capstone. Will see you soon.” ~ Malcolm, Head of AIA (Singapore) Customer Service*



*“Arvin and team is also very friendly and professional in facilitating the event. They seek to understand our overall objective and offered well-thought advice on which activities to choose that will accentuate our intended objective.” ~ Tan Siew Hua, Headd of Telin Telekomunikasi Finance and Business Control*



*“Arvin is a well prepared trainer who engaged our division members through games to impart valuable core team dynamics theories. The games were effective to teach our members how to leverage upon one another’s strengths and weaknesses and through that, accomplish the tasks that was given to them.” ~ Louis Yu, Sony Marketing Division President of Organising Committee*

## COMPANY PROFILE

Capstone Consulting helps MNCs, SMEs and government organisations achieve their goals with necessary professional development using experiential learning and organisational psychology theories and models. Our vision is to collaborate with companies in their professional development, helping them shine and be capstones of their own industries. Our mission is to deliver exciting and rewarding psychology-based learning that makes professional development more effective and fun.

We at Capstone Consulting believe that good performance and business success are the happy results of enjoyment and competence in the work that one does. As every employee is a gem that needs to be polished every now and then to maintain its shine, it is important to ensure there is an element of fun through the training process so that the employee adds even greater value to the organisation.

Capstone Consulting adopts a holistic approach to our interventions. Through our Total Intervention and Measurement of Effectiveness, TIME™ model (leadership, people, culture, strategy, system and process), our consultants will provide a thorough diagnosis and recommend effective interventions to help organisations achieve their desired outcomes. Thus, organisational and employee performance will be the core measurement of our interventions.

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## CONSULTANCY

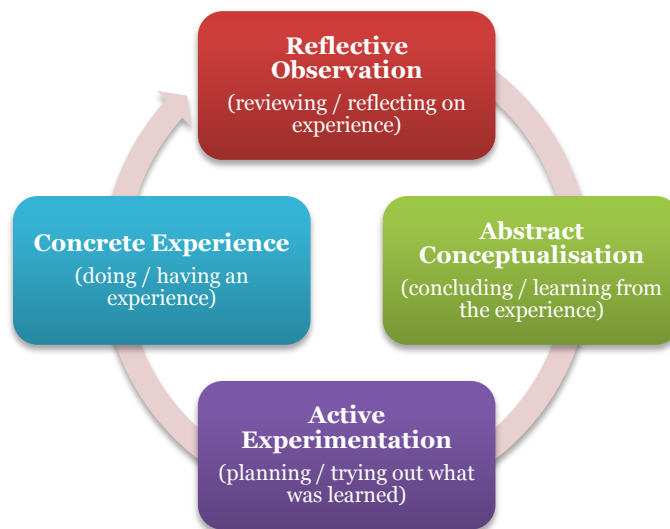
In times of globalisation with cross-national and cultural movements of human capital, it is essential that HR solutions / implementations should often be relevant and efficient in meeting the multifaceted influence of people in organisations. When people are the assets of the organisations, Capstone Consulting believe that the success of the organisation is in reliance of the efficiency of the people determined not only by their knowledge, skills and the kind of training provided but also by their job-fit, work attitude and motivation. These requirements in turn are translated to their individual wellness and productivity. Our consultancy provides an array of specialised knowledge and skills ranging from organisational psychology, clinical psychology, human resources management as well as executive coaching to provide an eclectic approach towards solutions.

## TRAINING MODEL

The Capstone Consulting Training Model is based on:

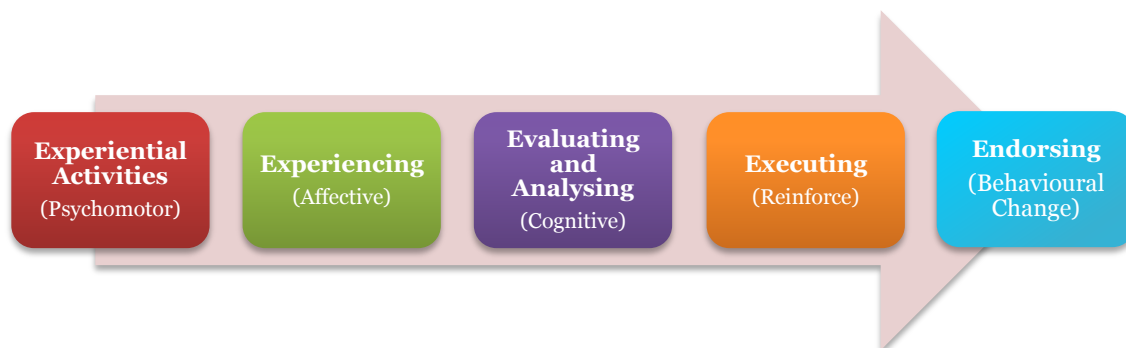
a) *Kolb's Four-Staged Experiential Learning Style Cycle*

Effective learning is demonstrated through behaviour when participants progress through a cycle of the four stages.



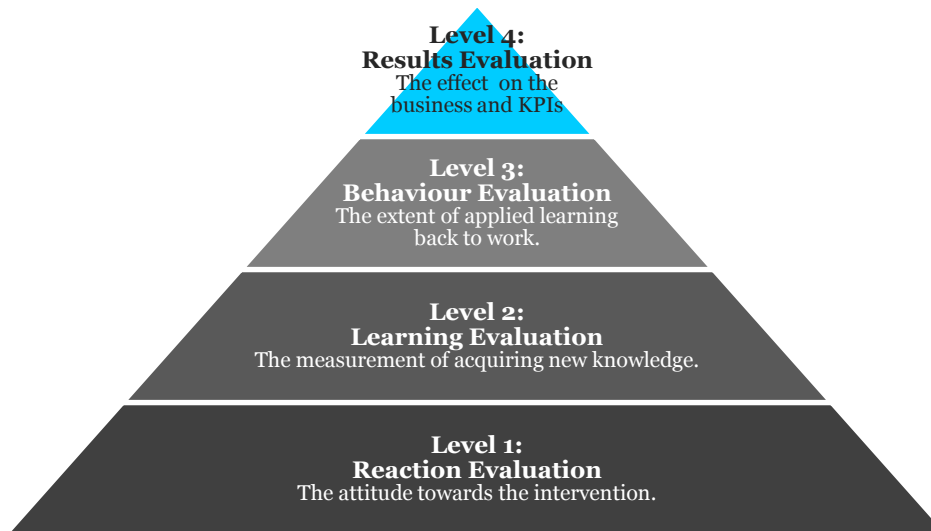
b) *Mezirow's theory of transformative learning*

Participants are exposed to experiential learning moments to construe, validate and reformulate the meaning of their experience, leading to a perspective transformation and behavioural change.



## LEARNING MEASUREMENT

Capstone Consulting believes that effective learning is measured by sustainable behavioural change and learning should be applied back to work. The Kirkpatrick's Learning Evaluation Model thus forms the backbone of our Total Intervention and Measurement of Effectiveness, TIME™.



To further enhance the effectiveness of our professional development programmes, our consultants will collaborate with clients in developing experiential activities and measurement in Key Performance Indicator, KPI. The result is exciting and rewarding learning grounded in psychology, making professional development more effective and fun.

**“Fun Effective Learning. We are [Capstone Consulting](#).”**

## PRINCIPAL TRAINER'S PROFILE

### ARVIN NEREUS YEO



A passionate Organisational Psychology (OrgPsych) practitioner, Arvin is a firm believer that individuals with personal and professional excellence form the fundamentals to a better society and world. This sees him demonstrating high levels of commitment and dedication in delivering quality and responsive services, enabling him to build and maintain fruitful and lasting relationships with partners he crossed paths with.

This passionate OrgPsych practitioner takes pride in assisting companies through their developmental journey, ensuring that critical systems are in place to facilitate organisation excellence since 2009. Recognising that companies function differently, he is sharp and responsive to address the specific needs of individual client. Arvin adopts the established OrgPsych diagnostic framework to determine the organisation's gap, follow by customising each intervention to bring about tangible outcomes. This ever-smiling learning partner is able to synthesise various experiences that he has gained and put them to good use in his consulting work. This enables him to look at things from different perspectives and to offer varied solutions that are effective and customised to the respective clients' needs.

Arvin has been involved in various professional development projects for various clients, such as, Apple Computer, AkzoNobel, BW Offshore, Dairy Farm International, General Electric, Mercer Marsh, MINDEF, RQAM, SAP, Shinryo Corporation, ST Kinetics, Thomsons Online Benefits and Toyota Motor.

In his OrgPsych works, Arvin's friendly and approachable personality together with his extensive interactions with people from across-cultures enable his clients of diverse background to relate easily to him. A sincere and patient person with several years of experience in business development, customer management spanning across several industries, Arvin never cease to actively engage and listen to his clients to understand their needs. His main motivation underlying all these: To develop for his clients, meaningful interventions that can make a positive difference.

Arvin holds a double degree in Psychology and Human Resource Management from the Murdoch University, Australia. He seeks to establish a life-long career in helping organisations and professionals to develop their full potential through professional development. He is also an affiliate psychology lecturer at Kaplan Higher Education Institute and Merlior International College. To him, learning is never ending and we should continuously develop ourselves so that we can be a better person to help others, and to contribute positively back to society.

Follow: [arvinnereusyeo](#)    

## TRAINER'S PROFILE

### LOREN XUE

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A firm supporter of the kaizen philosophy, Loren believes that organisations develop into disruptive businesses when people are standing on the shoulders of giants.

She says that every company has the amazing capacity to influence, attract and inspire its human resource much like Google, which is famous for attracting the world's best, and not just because it has in-company gyms, restaurants and masseurs for its workers.

A relentless pursuer of excellence, she knows that excellence is most willingly produced where there is appreciation, especially when the tasks are new, intriguing and seems like fun. Since joining Capstone Consulting, Loren has been delivering fun and effective workshops that help the working individual discover their strengths as well as areas for improvement. She enjoys being a witness and the catalytic process of staff discovering cohesion and complementary strengths amongst colleagues.

In her workshops, Loren's upbeat and affable personality and her sensitivity for people make her workshops effective and festive. She is adept at managing large audiences and works well with diverse groups.

She is a trained artist and a professional writer and reporter before joining the industry of corporate training and now heads art jamming workshops for Capstone Consulting.

SOME OF OUR ESTEEMED CLIENTS



Apple Computer



AVIVA



RSM! Ethos



TOYOTA





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**CLIENTELE LIST**
***Private Sectors***

ABB	National Trades Union Congress
Advance Technology Research Center	NCS Pte Ltd
Advanet Inc.	NTUC First Campus
Agency for Integrated Care	Oracle
AkzoNobel	Pharmaceutical Product Development
AIA	Prudential Insurance
Apple Computer	Raffles Quay Asset Management
Asia Rooms	RSM Ethos
Autodesk	Sanyu Adventist School
Aviva	SAP
Axis-Tec	SATS
Berge Bulk	Schneider Electric
Bintai Kindenko Pte Ltd	Shell
Bright Vision Hospital	Shinryo Corporation
Boehringer Ingelheim	SINDA
BW Offshore	Singapore Management University
Changi General Hospital	Singapore National Eye Centre
Corbion	Singapore Turf Club
Dairy Farm International	SingTel
ECCO	Sony
Far East Organization	Statoil
Forster Wheeler	ST Electronics
General Electric	ST Kinetics
Golden Village	ST SatCom
ING Group	Swire Oilfield Services
Institute of Mental Health	Thomsons Online Benefits
Jardine Lloyd Thompson	Tiptop Consultants
KLC International Institute	Toyota Motor Asia Pacific
Lego	Veolia Environmental Services
Lilly-NUS	Wanhe International
Lyreco Group	UBS Global Assets Management
Mercer Marsh	Zebra Technologies

***Government Sectors***

British Council	People's Association
Lee Kuan Yew School of Public Policy	Republic of Singapore Air Force
Ministry of Education	Republic of Singapore Navy
Ministry of Law	Singapore Armed Forces
Nanyang Polytechnics – School of Design	Singapore Police Force
New Zealand Trade and Enterprise, Singapore	Singapore Polytechnic
NTU – Nanyang Business School	Telin Telekomunikasi Indonesia
	Workforce Development Agency

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**FEEDBACK**

*“Good fun, well organised and relevant. The teams were positive and helpful, and the leader Arvin related the exercises well to our organisational needs.”*

*– Sarah Boyd, CEO of Guardian Health & Beauty (Dairy Farm International Holdings)*

*“Capstone Consulting has innovative activities that reinforce messages that tie in with our core values, which are Trust, Teamwork, Care and Creativity. Suitable for upper management level.*

*– Yu Pang Fey, President and Chief Executive of Singapore Turf Club*

*“All of the objectives were met. Arvin is a confident trainer & facilitator. He anticipates us with his experience. Well done & an Excellent Trainer!! Thanks Arvin!”*

*– Bright Vision Hospital*

*“Well-prepared with good presentation aids. Arvin can communicate his ideas very effectively. Very good & comfortable.”*

*– Republic of Singapore Air Force*

*“Very engaging team building exercises. Arvin was not in a hurry & provided us excellent program.”*

*– SAP*

*“Trainer (Arvin Yeo) has great communication and knowledge. True, did homework/preparation to know our company values and put it in place with the game”*

*– Thomsons Online Benefits*

*“Arvin is a charismatic speaker and readily customise his games to suit our needs. Many thanks to Arvin & his wonderful team in providing our overseas guests an enjoyable team building session.”*

*– Toyota Motor Asia Pacific*

*“Very interactive and engaging. Learnt a great deal of methods to work as a team. Kudos to the facilitator, Arvin.”*

*– Workforce Development Agency*

## ASSOCIATE CONSULTANTS' PROFILES

### DR KELVIN LEE

#### *Industrial-Organisational Psychologist*

Dr Kelvin Lee has been an Industrial-Organisational Psychologist for the past decade with work bases in Singapore & Australia. He holds the Doctor of Psychology (Organisational) and the Bachelor of Psychology from Murdoch University, Australia. He is a registered psychologist and Board-approved supervisor with The Psychology Board of Australia (PBA), Australian Health Practitioner Regulatory Agency and a member of the Australian Psychological Society (APS), Australian Institute of Management and International Registration of Certificated Auditors. He is also a certified trainer in Maritime Resource Management (Sweden) and Psychological First Aid (Australia).

Kelvin has more than 10 years' experience working and consulting in the Asia Pacific and South East Asia region in areas of recruitment and selection, leadership development, executive coaching, talent management, human resource management, corporate surveys and research development. His consulting experience extends to the government and private sectors in projects involving leadership competency, team effectiveness, talent retention, talent benchmarking/profiling, critical incident management, career transition, cross cultural adaptation as well as workplace safety & culture. Apart from his interest in corporate psychology work, he also counsels individuals with work-related issues such as work performance, motivation, work stress, career transition, workplace bullying & harassment, retirement and workplace relationship conflicts.

His doctoral thesis studied the constructs of organisational trust and commitment in the Asian and family businesses context. He enjoys sharing and learning of knowledge through his periodic academic teaching and research. Kelvin also enjoys supervising post-graduates for professional registration in Australia.

### MS SHELWYN TAY

#### *Clinical Psychologist*

Ms Shelwyn Tay holds a Masters degree in Clinical Psychology from Macquarie University, Sydney. She has worked in the field of mental health for over a decade and is experienced in treating both adults and children. She enjoys the challenge of helping individuals understand their difficulties and has a particular interest in how beliefs affect health and behavior. She works with individuals in distress to develop critical self-care and coping skills consistent with their values and beliefs, and effective in their particular life situations. In particular, to provide professional mental health services within the context of a Christian world view.

She has more than 12 years' experience providing individual assessment and therapy services for local and international clients in a variety of settings including outpatient clinic, ward-based,

sheltered workshop and company premises. Her areas of focus for individual therapy with adults include clinical depression, post natal depression, anxiety, panic attacks, obsessive compulsive disorder (OCD), adjustment difficulty, dealing with grief and loss, post-traumatic stress, work-related stress and parenting skills.

Her areas of focus for individual therapy with children and youth include assessments for developmental and educational disorders, behavior management, emotion regulation and social skills training. Corporate services provided include development and delivery of mental wellness programs - in the form of talks and workshops - as well as critical incident debriefing and support.

### MR ULRICH NEUHAUSS

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#### *Trainer, Executive Coach*

Mr Ulrich Neuhauss has a professional background of over 20 years in investment banking. He has been working as a consultant, executive coach and facilitator of workshops for a multicultural client base for over 4 years. As a consultant and executive coach Ulrich, has been a partner in a Swiss-based consultancy and coaching firm, coaching and training multinational corporations in a variety of industries including banking, engineering, information technology and pharmaceuticals.

As a trainer and executive coach (ICF accredited), Ulrich's approach is based on a combination of Western psychology and Eastern philosophy. His focus is on permanent change of self-defeating behaviour into an authentic and goal-oriented behaviour. His major strength is to improve personal and business performance. Ulrich's experience working in a highly competitive, result-oriented business environment combined with his education and experience as an executive coach and trainer makes him well-positioned to understand and support the challenges of business executives and leaders.

Ulrich holds a Masters in Finance from University of Augsburg in Germany and an Executive Masters in Psychology at INSEAD Singapore (Consulting and Coaching for Change). He holds an AoEC Advanced Practitioner Coaching Diploma from the UK, is a qualified and accredited ICF Coach. Ulrich spent the last 13 years in the UK and recently relocated to Singapore.

### MS LOH KA LI

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#### *HR Specialist*

Ms Loh Ka Li has a Bachelor of Commerce from Curtin University of Technology, 2001. She majored in Marketing and Public Relations. She also has a Postgraduate Diploma in Human Capital Management from Singapore Human Resource Institute, 2010. She is a member of SHRI and SNEF.

Having tracked well in her career at Singapore Airlines and Tyco in areas of Customer Service, Sales and HR, she has leveraged off her corporate experience to startup a boutique executive

search firm based in Singapore. She is well versed in HR management especially in areas of business partnering, talent acquisition, employee engagement and training.

Some of her achievements include Sales Elite in 2005, an award conferred to top retail sales in Asia Pacific and also won a place in Rainmakers' Club in 2007. She was also elected to undergo intensive Six Sigma Green Belt Program in 2008. She was then offered a developmental assignment with HR which she excelled and was promoted to Regional HR Manager in 2 ½ years.

## CAPSTONE CONSULTING TRAINING AND CONSULTACY PROGRAMMES

### STRATEGY

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- Strategic Planning
- Strategic Realignment
- Vision, Mission, Values Articulation

### SYSTEM & PROCESS

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- Competency-Based HRD Framework
- DISC, FIRO-B, MBTI
- Employee Engagement Survey
- Recruitment & Selection
- Leadership Evaluation & Development
- Succession & Transition
- Talent Management & Retention
- Organisational Research & Survey
- Critical Incident Management-Intervention
- Employee Wellness & Psychological Support

### CULTURE

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- Coaching Culture Milestone
- Core Value Articulation
- Cultural Management
- Workplace Diversity Management

### LEADERSHIP

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- Executive Coaching
- Effective Team Leadership with Profiling
- Psychology of Management for Managers

## PEOPLE

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- Art of Empowerment
- Career Development and Management
- Coaching for Success
- Conflict Resolutions
- Train-The-Trainer
- Professional Impression Management
- Influencing & Persuasion
- Leading & Managing Change
- Performance Management & Appraisal
- Personal Effectiveness
- Service Excellence

## COMPETENCY

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- Coaching
  - Communication
  - Conflict Management
  - Creativity
  - Customer Service
  - Decision Making
  - Effective Writing
  - Entrepreneurship
  - Information Management
  - Managing Diversity
  - Motivation
  - Negotiation
  - People Management
  - Presentation
  - Problem Solving
  - Sales Techniques
  - Teamwork
  - Telephone Etiquette
  - Time Management
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