

# Culture Dynamics

## Creating Synergies Across Cultures in Organizations

Lily Lau's Culture Dynamics Training programs bridges culture gaps and enhances:

- ➔ Multi-culture dialogues
- ➔ Understanding of unspoken language
- ➔ Smooth technology transfers
- ➔ Succession planning directions
- ➔ Localization outcomes

### Facilitator

Lily Lau C. L., Director of Culture Dynamics, is an accredited practitioner of Directive Communication™. Born and bred in Kuala Lumpur, Lily Lau is multi-lingual, fluent in English, Japanese, Chinese and Malay languages. With 18 years consulting experience in PricewaterhouseCoopers in-charge of Japanese companies, Lily Lau has the knowledge and skills to deliver and advice on cross-cultural management and bridging multi-culture communications. Her clientele of Japanese companies cover the spectrum of industries from manufacturing (electrical, electronics, chemicals, metal stamping, etc), to trading, engineering, services and many others.

Lily Lau has conducted workshops for Japanese organizations in areas of communication, management skills, HO-REN-SO (Management through Information), KAIZEN (Continuous Improvement) and other core disciplines. Lily Lau's Directive Communication™ based training methods break barriers, cultivate trust and create synergies across cultures in organizations. The methodologies harness the power of culture and environment to sustain the dynamics of teamwork and collaboration.

Lily Lau's Culture Dynamics training facilitates cross - culture communication between Japan and local organizations, creating synergistic workforces that are:

- |                      |                   |
|----------------------|-------------------|
| ➔ Collaborative      | ➔ Committed       |
| ➔ Productive         | ➔ Company Focused |
| ➔ Supportive         | ➔ Creative        |
| ➔ Interactive        | ➔ Dynamic         |
| ➔ Highly Functioning | ➔ Inspired        |



Lily Lau C.L.

"Lily Lau has a passion for helping people and is a committed professional trainer/consultant. She has one thing not every such person may necessarily have: a genuine attitude toward work and people. I believe this is quality fundamentally required to be a good trainer and something hard to cultivate from outside unless one is such a person inside."

*Takashi Kawatani*  
**Managing Director, Diversity Strategies Sdn Bhd**

"I have found her to be a very professional person and a person of good standing and character. She is dependable and competent especially in her field of cross cultural communications."

**Helen Wong**  
**Partner of Tay & Helen Wong**



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