

Vivien Pau, Learning Coach

Vivien Pau has a MBA from the Chinese University of Hong Kong and a BA in Psychology from The University of Hong Kong. She has over 29 years of management, marketing, coaching and training experience across a broad range of industries.

As the Managing Director of ACNielsen, the world's largest market research company in Hong Kong and China, she built the business at double digit rate every year, and improved the efficiency of the operation processes. Within 12 months, the company more than doubled its net profit, while boosting customer satisfaction and employee satisfaction at the same time.

Vivien was heavily involved in the sourcing, selection and development of senior professional talents, managing over 250 full time employees of over 12 nationalities in over 5 cities. During that period, ACNielsen also went through a major acquisition, a substantial reorganization and a culture change. She spent significant time coaching executives at all levels to help improve their effectiveness. These management challenges enabled Vivien to appreciate and manage first hand the specific issues organizations face in managing and developing a multi-cultural workforce, as well as the challenges of corporate repositioning, culture change and rationalization. Promoted by the company to be the Director of Change Management Asia Pacific, she facilitated and introduced many change management programs and trained in areas of management, leadership and marketing research.

Prior to working in ACNielsen, Vivien has held senior positions in Citibank, British-American Tobacco Co Ltd.; and Colliers Jardine. She has worked and lived in North America for over 4 years.

Vivien has coached and trained clients from 3i, Abbott Laboratories, Altera, Bax, Cigna, ExxonMobil, Ferrero, the Hong Kong Government, Intercontinental Hotels Group, Johnson & Johnson, the Li & Fung Group, Levi Strauss, Merck, Novartis, Ogilvy PR, OOCL, the Salvation Army, Schmidt Electronics, Standard Chartered Bank, Swire Beverages, Swire Resources, TUV, Unilever and the United Nations, amongst others.

Vivien is a LIM Certified Action Learning Coach, a Certified Facilitator, a Member of the International Association of Facilitators, and a Founding Member and Founding VP - Marketing of the Hong Kong International Coaching Community.

Areas of capability include:

- ⚙ Global Leadership Development
- ⚙ Team Development
- ⚙ Strategic Business Development
- ⚙ Team Coaching
- ⚙ Organization Change Management
- ⚙ Executive Coaching
- ⚙ Strategic Decision Making
- ⚙ Cross-cultural Communication & Management
- ⚙ Languages: English, Chinese (Cantonese, Mandarin)

We develop your leaders while they develop your business.