TrainingConcepts

TRAINER PROFILE · LEADERSHIP, COMMUNICATION & COACHING

Santhanaram *Jayaram*

A corporate trainer, facilitator and learning strategist with more than 30 years across financial services, the public sector and multinational organisations — and one of NTUC LearningHub's most prolific trainers.

30+
years of professional experience

1,200+
training hours delivered in 2023

2021
Trainer Excellence Award

15+
professional certifications

01 Profile

Ram specialises in leadership, communication and influence, emotional intelligence, team effectiveness, coaching, conflict management, design thinking and AI-enabled workplace learning. He works with front-line teams and senior executives alike, and is as comfortable in a police training room as in a pharmaceutical boardroom.

His facilitation combines practical workplace application, experiential learning, coaching, behavioural profiling, reflection and humour. The aim is not a good day in the room but a change in behaviour afterwards: insight that participants can convert into performance.



CORE CREDENTIALS

MBA
Oklahoma City University / MDIS

APEX DISC™ Certified Practitioner
Profile debriefs, consultations and workshops

Certified Emotional Intelligence Practitioner
NTUC LearningHub / Genos International

Khrysalis Coaching Certification
ICF-approved, 75 hours of coach training

Certified Career Services Provider™ (CCSP)
NCDA Credentialing Commission, valid to 2028

Certified AI Business Leader
International Alliance Certification Network

ACTA
Advanced Certificate in Training and Assessment

RECOGNITION

Trainer Excellence Award for Overall Training Hours & Performance, NTUC LearningHub, 2021

Recognised for over 1,200 training hours in 2023, in coaching, leadership and retail services

02 What he teaches

Twelve areas of practice across leadership, communication, thinking skills and the technologies now reshaping workplace learning.

Leadership development

Practical leadership for new and experienced managers, grounded in the Maxwell programmes and years of delivery.

Communication & influence

Communicating to influence and persuade with confidence, for professionals who need a decision, not just a hearing.

Emotional intelligence

Certified EI practice applied to self-awareness, self-management and the relationships that determine team performance.

Team effectiveness

Belbin team roles, the Enneagram in business and reverse mentoring — teams understanding how they actually work together.

Coaching

ICF-approved coach training applied to workplace conversations, development planning and career elevation.

Conflict & difficult stakeholders

Proven techniques for dealing with difficult colleagues and stakeholders without damaging the relationship.

Critical & creative thinking

Structured thinking, problem solving and creative technique — delivered for technology, healthcare and manufacturing clients.

Design thinking

Human-centred problem framing and ideation for teams designing services and processes.

Executive presence & storytelling

Presence, business data storytelling and presentation technique for senior professionals.

Career development

Certified Career Services Provider practice, with 120 hours of NCDA facilitating career development training.

Service excellence

Disney Institute approaches to leading and sustaining a culture of service excellence.

AI-enabled workplace learning

Generative AI for business leaders: prompt engineering, workflow automation, no-code development and multimodal AI.

FACILITATION APPROACH

- Practical workplace application before theory
- Experiential learning and structured activity
- Behavioural profiling as a shared language for the team
- Coaching conversations, not only instruction
- Reflection built into every session
- Humour, used deliberately to hold attention and aid recall

WHO HE WORKS WITH

Public-sector agencies and uniformed services · healthcare and life sciences · technology and manufacturing · financial services and insurance · media and retail · statutory boards and training institutions. Sessions run from half-day workshops to multi-day programmes, in-house and tailored.

03 Qualifications & professional development

A deliberately broad base: behavioural science and coaching on one side, service excellence and emerging technology on the other.

Behavioural profiling & emotional intelligence

- APEX DISC™ Certified Practitioner — certified profile debriefs, consultations and workshops
- Certified Emotional Intelligence Practitioner, NTUC LearningHub / Genos International
- Belbin Team Roles Certification
- The Enneagram in Business, train-the-trainer certification
- Building Stronger Teams Through Emotional Intelligence, NTUC LearningHub

Coaching & career development

- Khrysalis Coaching Certification Programme — ICF-approved, 75 hours including mentor coaching
- Certified Career Services Provider™ (CCSP), NCDA Credentialing Commission, valid to January 2028
- 120-hour NCDA Facilitating Career Development Training, completed 2024
- The School of Positive Psychology, professional development programmes

Leadership & service excellence

- John C. Maxwell leadership development programmes
- Disney Institute — Leading and Sustaining a Culture of Service Excellence
- Disney Institute — Disney's Approach to Business Excellence
- Singapore Media Academy, advanced voice-over training

Learning design, AI & assessment

- Certified AI Business Leader, International Alliance Certification Network (IACN)
- Generative AI Sprint — prompt engineering, n8n workflow automation, no-code product development, voice agent orchestration, MCP integration and multimodal AI
- Workplace Learning Blueprint Development, National Centre of Excellence for Workplace Learning (NACE)
- Advanced Certificate in Training and Assessment (ACTA)
- MBA, Oklahoma City University / MDIS

PROFESSIONAL RECOGNITION

Trainer Excellence Award — Overall Training Hours & Performance, NTUC LearningHub, 2021.

VOLUME OF DELIVERY

Recognised for delivering over 1,200 training hours in 2023, in coaching, leadership and retail services.

04 Track record

SELECTED CLIENTS AND PROGRAMMES, 2024–2026

Singapore Police Force	Fun, Games and Laughter	2024–2026
Singapore Prison Service	Fun, Games and Laughter	2024
Mandai Group	Presentation, Negotiation and Problem Solving	2026
Sony	Critical Thinking	2025
NTT Global Data	Critical Thinking	2026
OHA	Critical Thinking	2026
HTX	Working and Winning Together	2025
Singapore Technologies	Communicate to Influence and Persuade with Confidence	2025
Tri Marine	Communicate to Influence and Persuade with Confidence	2025
Singapore General Hospital	Dealing with Difficult Colleagues and Stakeholders at Work	2026
AstraZeneca Singapore	Business Data Storytelling	2026
NHG Population Health	Creative Thinking	2025
Micron	Reverse Mentoring in Action	2025
KLA	Executive Presence	2024

WHAT PARTICIPANTS SAY

"Santhanaram is one of the most engaging corporate trainers. Participants consistently leave his sessions more confident, motivated, and equipped with practical leadership and service excellence skills."

Agnes Lim · Broadcast & Media Operations Specialist, Warner Bros. Discovery

"Ram's unique blend of humour and profound insight creates a coaching environment that is both engaging and enlightening."

Sherin Kaur, 2025 · Talent Acquisition Consultant, Huntingup

"He has an impressive ability to connect with participants from all backgrounds, whether professionals or senior executives, making the content engaging and easy to understand."

Dickson T, 2024 · Team Lead, Income Insurance Limited

"As a trainer he is very engaging and humorous, yet he fulfils the learning outcomes required of the course. I would surely recommend him as a trainer and consultant."

Suresh H Punjabi, 2018 · Director, PACE Academy, Singapore Polytechnic

BOOK A PROGRAMME

Insight your teams will still be using next quarter.

Every programme can be run in-house and tailored to your organisation — from half-day workshops to multi-day leadership and coaching programmes.

TrainingConcepts

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