



## Norrizah Mohd Ismail

Consultant and Facilitator

Norrizah or Nuri, recognized her passion for teaching early on and became integrally involved with the VitalSmarts curriculum ever since she was exposed to its applicability in various circumstances. She continues to journey through.

### Areas of Expertise:

- Leadership effectiveness
- Trust
- Productivity
- Employee engagement
- Interpersonal dialogue

### Notable Clients:

- Blue Coat Malaysia
- Time dot Com
- UEM Group Berhad
- Bank Negara
- DHL
- Tenaga Nasional Berhad
- Hewlett-Packard
- Malakoff
- Petronas
- SPAD

### Industries:

- Banking
- IT
- Transportation
- Electrical & Power

### Certified Facilitator

She is a highly sought-after facilitator often delivering high-content and high-energy sessions. Nuri is certified to facilitate "*Crucial Conversations*" and "*Crucial Accountability*" workshops, highly acclaimed program offerings from **VitalSmarts**. She is known to customize the content of her programs in accordance to the issues & challenges organizations may face and the results they intend to accomplish.

### Corporate Experience

Nuri, held various positions in Systems and Marketing with the technology giant, IBM. During her eleven-year tenure there, she was entrusted with the stewardship of one of the "Top Tier" clients as an Account Relationship Manager, where she earned the privilege to attend numerous "100% Clubs".

Nuri left in 1994 to pursue other challenges. For one, Nuri was self-employed as a Recruitment Consultant, performing executive placements from technical and sales professional positions to senior management posts. Concurrently, she held a part time position as an I.T. Course Leader for the Malaysian Institute of Management (MIM).

Nuri lived in Bangkok for two years (1999 – 2000) where she continued with her facilitation engagements.

### Accreditation

She holds a B.A (Mathematics) from California State University, Chico (1979) and a M.Sc. (Statistics) from the University of Kentucky, Lexington (1981). In addition, Nuri is also a facilitator for the "*7 Habits of Highly Effective People*," "*Leading at the Speed of Trust*" (LSOT), "*Working at the Speed of Trust*" (WSOT) and "*The 5 Choices to Extraordinary Productivity*", all of which are from the FranklinCovey® suite of programs.

