

TEAMCOACH INTERNATIONAL 2026 FLEX

FACILITATION LEARNING EXCHANGE

UNCOMPLICATING COMPLEXITY: MAKING FACILITATION EASY, SIMPLE AND ACCESSIBLE



18.11.2026

Asian Institute of Chartered Bankers (AICB)



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FACILITATION LEARNING EXCHANGE

UNCOMPLICATING COMPLEXITY: MAKING FACILITATION EASY, SIMPLE AND ACCESSIBLE

Complexity is part of the world we live and work in. Different perspectives, competing priorities, rapid change and interconnected challenges make it increasingly difficult to find clarity and move forward.

Yet complexity does not have to mean complication. Sometimes, our attempts to manage complexity add more layers than necessary.

Uncomplicating Complexity explores how facilitation can help people navigate complexity with greater clarity, participation and purpose—making it easier to think together, work together and move forward.

18 Nov 2026 (Wednesday)

Asian Institute of Chartered Bankers (AICB)

WHAT CAN YOU EXPECT?

EXPLORE	EXPERIENCE	APPLY	CONNECT
Discover different approaches, tools and ideas for team collaboration, co-creation, learning, decision-making and change through meaningful conversations.	Go beyond presentations. Participate in facilitation activities and experience different approaches for yourself.	Take away simple, practical ideas, tools and practices you can use in your next meeting, workshop, conversation, classroom or team session.	Meet facilitators, trainers, coaches, leaders and practitioners and Sexperiences across industries, professions and communities.

WHO SHOULD JOIN?

Facilitators | HR & L&D Professionals | Coaches | Trainers | Consultants

Managers | Educators | Project Leads | Community Practitioners

Anyone who works with team(s) to bring people together, have meaningful conversations, solve problems, make decisions or create change.

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FEES

Super Early Bird	Early Bird	Normal Rate
RM 400 (by 15th Oct 2026)	RM 500 (by 31st Oct 2026)	RM 650 (HRDC Claimable / ePerolehan)





SPECIAL OFFER

FLEX Conference Exclusive Offer

Sign up for the FLEX Conference and enjoy **20% OFF** either the CF (Certified Facilitator) or CIF (Certificate in Facilitation) program for the upcoming cohort.

Terms & conditions apply.

EXPLORE. EXPERIENCE. CONNECT.

Join the Facilitation Learning Exchange and discover simpler ways to navigate complexity, bring people together and move conversations forward.

> REGISTER NOW

Or visit teamcoach.com.my/FLEX

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SCHEDULE

Time	Agenda
0830 – 0900	Registration
0900 – 0915	**Opening Keynote | *Ho Sze Chieng***
0915 – 1000	**S1 - Enabling Leaders to Listen | *Marziana Mohd Zain***
1000 – 1045	**S2 - Beyond the Generational Divide: One Workplace, Many Worlds | *Daniel Gonzaga***
1045 – 1115	Networking Break
1115 – 1200	**S3 - When We Disagree: Making Complexity Easier to Work With | *Lt Col Christopher Ignetius Choong (Rtd)***
1200 – 1245	**S4 - Running Facilitation Virtually Successfully | *Khairul Mazlan***
1245 – 1400	Networking Lunch
1400 – 1445	**S5 - Actions and Implementation | *Amy Wan Ratos***
1445 – 1530	**S6 - Uncomplicating Complexity with W3 (What, So What, Now What? | *Bravo Looi***
1530 – 1545	Networking Break
1545 – 1630	**S7 - Designing the Thinking of the Room: Moments That Matter | *Bavani Periasamy***
1630 – 1700	**Closing Keynote | *Capt. Dr. Shan Moorthi***

Please note that while we aim to keep the schedule as accurate as possible, all session times, topics, and speakers are subject to change due to unforeseen circumstances.

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Meet Our Conference Speakers



OPENING KEYNOTE SPEAKER
Ho Sze Chieng

Chieng has facilitated workshops for Fortune 500, Government agencies, SMEs, NGOs, and educational institutions. He coaches and facilitates leadership teams to gain clarity and unlock their potential.

He spearheads the Mandarin programs of Teamcoach International and conducts workshops in Mandarin, making them more available and accessible for more people.



CLOSING KEYNOTE SPEAKER
Capt. Dr. Shan Moorthi

International Coach, Master Facilitator (IAF) and Learning Facilitator. For over 20 years, Shan has facilitated learning and development interventions for leaders and coaches across the region. He has developed frameworks for building Coaching Cultures in organisations and equipping leaders with Facilitative Leadership competencies.

He was the founding President of the Malaysian Association of Facilitators (2010).

He is a distinguished recipient of the 2025 HR Minister's Award – Trainer Category, recognising his contribution to learning and development in Malaysia.

Meet Our Conference Facilitators

ENABLING LEADERS TO LISTEN
Marziana Mohd Zain

In a world where leaders are expected to have answers, how do we create space for others to think, contribute and be heard? This highly interactive session explores the barriers that prevent meaningful workplace conversations and demonstrates how simple facilitation techniques can shift the dynamic. Through the various facilitation tools and techniques , participants will experience practical ways to encourage participation, surface diverse perspectives and turn everyday conversations into opportunities for greater ownership and collective thinking.

Marziana Mohd Zain is a Certified Professional Coach, Certified Facilitator and People Transformation Strategist with over 35 years' experience. She facilitates purposeful alignment conversations for leadership teams and translate strategy into meaningful actions through organizational transformation and leadership development. She is also an experienced Learning Facilitator and instructional designer since 2015.



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Meet Our Conference Facilitators



BEYOND THE GENERATIONAL DIVIDE: ONE WORKPLACE, MANY WORLDS

Daniel Gonzaga

Five generations may share one workplace, yet they often speak different languages of trust, feedback, technology and purpose. This energising session moves beyond stereotypes to reveal the needs beneath generational behaviour.

Participants will experience simple facilitation practices that help people listen across differences, value each generation's strengths and create shared ways of working. They will leave seeing generational diversity not as a problem to manage, but as potential unlocked.

A certified process facilitator and organization development leader with 20 years of sales with business management, HR and OD. He has coached business owners, leaders, and high-potential talents to be successful in their lives and businesses.

Daniel has facilitated conversations around goal clarity, team alignment and problem-solving. He has partnered with local companies and MNCs with good track records.

WHEN WE DISAGREE: MAKING COMPLEXITY EASIER TO WORK WITH

Lt Col Christopher Ignetius Choong (Rtd)

Complex issues are part of everyday work and life. Different perspectives, priorities and assumptions often make conversations harder. This interactive session lets participants experience how one simple facilitation process can make complexity easier to work with. Using 1-2-4-All, participants will think, listen, contribute and build on different views. The focus is not on finding the right answer, but on creating the conditions that help people move forward together, even when they hold very different views.

Lt Col Christopher I. Choong (Rtd) is an IAF-Endorsed Facilitator with over 34 years of leadership experience spanning military service, coaching and facilitation. He has worked in high-risk and complex environments and now supports leaders, managers and teams to think clearly, communicate effectively and make better decisions, especially under pressure.





RUNNING FACILITATION VIRTUALLY SUCCESSFULLY

Khairul Mazlan

As facilitation moves beyond face-to-face interaction, facilitators need simple, purposeful ways to lead meaningful online and hybrid sessions. This session explores how digital tools and AI can strengthen engagement, encourage full participation, and support solution-focused conversations. Participants will discover practical approaches to make virtual facilitation clearer, more inclusive, and easier to apply, helping groups turn ideas into confident action with shared purpose and measurable impact.

Khairul Mazlan is a coach, mentor, speaker, and Immediate Past President of MAPTaC. Recognized among GTF's top trainers, he brings thoughtful leadership, experiential learning, gamification, and sales transformation to life, inspiring people and organizations to grow with confidence, shared purpose, and practical impact.

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Meet Our Conference Facilitators

ACTIONS AND IMPLEMENTATION

Amy Wan Ratos



We know how to generate lots of ideas and options. Then we shortlist the ideas and options to a manageable list. Often, teams reach an impasse at this stage as the members have different priorities or preferences towards certain actions to be taken first.
This is a straightforward method to come to the priority actions that need to be taken. This takes into account logic, practical and impartial analysis.

Amy founded Pinnacle Performance in 1993. She uses facilitation in her training programs such as Leadership Grid, Emotional Intelligence, Coaching, Creative Thinking, Problem Solving and Team Alignment. Amy facilitates at conferences & workshops for Toastmasters, MIM and the International Association of Facilitators.
Amy is the current Chair of IAF Malaysia.

UNCOMPLICATING COMPLEXITY WITH W^3 (WHAT, SO WHAT, NOW WHAT?)

Bravo Looi



Complexity stalls action when teams jump straight to arguments instead of alignment. In this interactive 45-minute sprint, learn W^3 (What, So What, Now What?), a powerful tool that builds shared understanding by moving step-by-step up the inference ladder. Using simple sticky notes and markers, you will practice all three progressive rounds on a real work challenge. Participants will leave ready to facilitate simple, structured debriefs that turn chaotic discussions into clear action.

Bravo Looi is an IAF Endorsed Facilitator, Leadership Coach and Learning Facilitator, and currently serves as Vice Chair of IAF Malaysia. A former President of the Malaysian Association of Facilitators (MAFa), he is also the founder of Nicsmics Digital and Nicsmics Academy, bringing together experience in people development, business and digital transformation. His facilitation helps leaders and teams navigate complexity, align perspectives and priorities, and turn collective thinking into meaningful action.

DESIGNING THE THINKING OF THE ROOM: MOMENTS THAT MATTER

Bavani Periasamy



By late noon, participants have experienced multiple sessions, frameworks, and ideas. It is rich but potentially scattered. This final session demonstrates how facilitators uncomplicate complexity.

Using FLEX itself as the application, participants surface what they are holding from the morning, organise it into patterns, and integrate it into shared meaning. Through facilitation, you will experience how thinking transforms from scattered to connected. This is by making thinking visible to the room.

Bavani is an IAF Endorsed™ Facilitator, Certified Professional Coach and Professional Speaker. She helps organisations build high-performing teams and appreciative workplace cultures. She is often invited for conference openings, closings and group sessions, she surfaces diverse perspectives, builds alignment and turns collective insights into practical next steps.

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