

Novas Academy Sdn Bhd

TRAINER PROFILE



HETAL BHATT
CERTIFIED TTT HRDC TRAINER

INTRODUCTION

Hetal Bhatt is an experienced Emotional Intelligence Practitioner, leadership facilitator, and coach with over 30 years of professional experience. She began her career in the banking industry, rising rapidly to Head of Department within three years at a major public-listed bank. Driven by her passion to empower individuals and unlock human potential, she transitioned into Learning & Development. Today, she specializes in helping individuals and organizations build emotional intelligence, strengthen leadership capabilities, and enhance interpersonal effectiveness through impactful training and coaching.

LICENCE / CERTIFICATION

- Certified Emotional Intelligence (EI) Practitioner & Assessor
- Licensed to administer **GENOS Workplace & Leadership Assessments**
- Certified facilitator for virtual instructor-led Emotional Intelligence leadership programs

EXPERIENCE

- Over 30 years of professional experience across banking, management, and human capital development
- Former Head of Department at a major public-listed bank
- Extensive experience in training, facilitation, and coaching across diverse industries

Core Areas of Expertise:

- Emotional Intelligence & Leadership Development
- Communication & Interpersonal Skills
- Conflict Resolution & Team Dynamics
- Emotional Resilience & Wellness
- Personality Profiling & Self-Awareness

Client Engagements Include:

Airbus Malaysia, Agrobank, Bursa Malaysia, BMW Malaysia, Baxter Healthcare, Cagamas Berhad, Securities Commission Malaysia, SME Bank, Infosys Malaysia, RBC Shared Services, UOB Bank, Zalora, Cybersecurity Malaysia, Unilever, NTT Data Malaysia, DXC Technology, Fujitsu, and more.

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Key Initiative:

- Founder of *Meaningful Conversations* (2021) – a platform offering coaching, workshops, and emotional support services for individuals, corporates, and communities.

QUALIFICATION / SPECIALIZATION

Training & Workshop Specializations:

- Leading with Emotional Intelligence (Senior Leaders & Managers)
- Emotional Intelligence for the Workplace
- Personality Understanding for Team Engagement
- Mastering Difficult Conversations
- Emotional Resilience (Professional & Personal)
- Effective Communication & Interpersonal Skills
- Customer Satisfaction & Experience
- Building a Positive Mindset

Approach & Methodology:

- Interactive and experiential learning techniques
- Role plays, coaching tools, and real-life application frameworks
- Personalized learning journeys tailored to individual participants
- Integration of emotional intelligence principles with personality insights