

MIKHAELLAH GILLEGO

A leader and change agent that seeks to continuously learn and adapt to prosper in environments that are unpredictable and constantly changing.



THE CATALYST ASIA'S PERSPECTIVE ON ITS ROLE

Leaders need to evolve their way of thinking and understanding issues of increasing complexity in their businesses and in the contexts their businesses operate in. This is a growing imperative for them to remain competitive and certainly if they intend to grow.

Companies' systems and processes are more typically designed for a very predictable world. Increasingly the complex challenges businesses face are not predictable, often quite abruptly so, and the unfolding challenges are often ambiguous as well.

It is not enough for leaders to improve just their leadership capabilities, they also need to simultaneously change how their organizations are designed and operate to thrive and eventually excel in complexity. This change involves modifying norms and behaviors, changing policies and procedures, and implementing programs, systems and technologies that can enable and support these modifications.

The Catalyst Asia group can advise and partner with leaders who want to transform their leadership approach to make themselves into leaders who can thrive in complexity. We also advise and partner with leaders who are also ready to change their organizations to become complexity friendly as well.

Catalyst Asia partners with leaders to first assess their existing leadership capabilities to determine how adaptive they are in the face of complex challenges. Catalyst Asia can then guide leaders or leadership teams to change their leadership mindset, approach and dynamics to be optimally suited for their complex environment.

Catalyst Asia also supports leaders to apply their newly realized ways of leadership to how their companies are organized and operate, readying the organization to succeed in complexity. Support typically takes the form of diagnosing the organization's needed design changes and facilitating change programs to position their companies to execute in ways adapted to rapid and/or unexpected change, evolving customer expectations and needs, shifting employee demographics, new technologies, disruptive innovation, and regional or global competition.

MIKHA IS SOMEONE WHO...

- has been exposed to an array of situations that provide her with an understanding of how to tackle many operational challenges
- recognizes opportunities for improvement and finds ways to realize them
- is committed to developing programs that can make positive changes in an organization
- is a people-centric leader that builds strong relationships and creates trust in an open environment

MIKHA'S WISH FOR THE FUTURE

Mikha wants to inspire and influence people she touches to have a positive mindset even as they go through challenging times. Mikha wants to always strive to find the nuggets of learning in every experience she goes through.

CAPABILITIES

- Operations Management
- Training Program Development
- Process Design
- Performance Management
- Customer Management

QUALIFICATIONS

San Sebastian College (Manila, Philippines)
2008 to 2012
Bachelor of Science
Major in Hotel and Restaurant Management

Certifications:
• Effective Management Practices
• People Management
• Advance Shift Management

CAREER HISTORY

Prior to joining Catalyst Asia, Mikha learned about managing people and improving systems in the Food & Beverage sector.

The foundation of her knowledge was laid in the rigorous and disciplined environment of McDonald's where she rose from trainee to Assistant Manager in two years.

Mikha took her learnings in McDonald's to Wee Nam Kee, where she was able to redesign the inventory system and training programs that created measurable improvements in less than a year.

She grabbed a chance to expand her skill set by shifting from Store Operations to Sales with the Bistro Group of Companies.

She then joined Specialty Food Retailers when an opportunity came up to lead both Front-of-the-House and Back-of-the-House operations of a TWG branch. In TWG, Mikha was able to redesign training programs and create sales tools that were deployed in her branch and other branches under her Area Manager.

Mikha now deepens her knowledge in the fields of Leadership and Organizational Development as she collaborates with Catalyst Asia teammates and clients.

