



Linda Tan-Spicer

Linda Tan is driven by a passion for service. She enables leaders and organizations to quickly improve service performance through design and delivery of actionable service education programs. She conducts UP! Your Service Train-the-Trainer Certification for clients in a wide range of industries across the world.

Prior to joining UP! Your Service, Linda helped companies optimize human performance by developing strategies to ensure application of new learning in the workplace. Her expertise includes development, customization, and facilitation of Leadership, Service Excellence and Personal Effectiveness programs.

Linda views her role as a catalyst for guiding human behavior. She has worked with companies in both public and private sectors including banking, insurance, manufacturing, health-care, transport, retail, oil and gas, and statutory boards. She collaborated with key stakeholders in many departments to identify performance gaps, design training solutions, and achieve business objectives

Linda brings a deep understanding of adult learning principles and action learning methodologies to her work on program design and delivery. With an enthusiastic and innovative approach, Linda has the ability to capture and inspire any audience towards greater learning and achievement.

Linda holds a Master's Degree in Guidance and Counselling from James Cook University and a Bachelor's Degree in Applied Psychology from the University of Southern Queensland.

“Linda Tan has proven to be extremely effective. She has taken feedback both from the participants and stakeholders to continually enhance and improve the program, making it even better as we move along. She is highly energetic and engaging in her delivery, and is able to draw out even the most reserved amongst her participants.”

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Hannah Ong
HR Manager