

Profile 2020



Lillian Ngala

CHRP, BBA-HR, CPT, MBA

Over 15 years ago, Lillian Ngala started her professional journey, one that would take her across diverse industries and finally land her on her favourite of them all.

Now a renowned Human Resource professional with considerable contribution in policy formulation, talent management, workforce planning, coaching and mentoring, culture management among other HR agenda in Kenya; Lillian lists passion, drive and quest for knowledge as what made her from scratch.

She currently serves as the Group Head of Human Resources at Diamond Trust Bank; and sits on several boards including the Institute of Human Resources, Kenya Institute of Bankers, KENIC and National Industrial Training institute.

Ms. Ngala is also pursuing a PhD in Human Resource Management at JKUAT, and is certified as a professional trainer by IHRM.

She greatly values integrity, collaboration, communication and fairness; and is champion for employee wellness, organization agility and the future of work.

Outside of work, Lillian spends time hiking, reading, writing and playing golf.

She believes that to win the marketplace, you must first win the workplace.