

TALENZ

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UPCOMING IN 2017

7 & 8 Apr 2017 (tentative)

YMTT Leadership Camp and CSR Project

Q3 2017

**7th Young Managers' Forum (YMF)
with focus on Market Liberalisation**

Q4 2017

7th Breakfast Talk



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Note from the Editorial Team

Looking back, 2016 was indeed a busy year for the industry and YMTT. We are truly grateful for all the hard work our team has been putting in behind the scenes.

With phased liberalisation coming into force starting 1st July 2016, there is anticipation that insurers will be more innovative in light of competition. This will also drive insurers to improve operational efficiency whilst enhancing service levels to consumers, and increase professionalism among agents to provide quality advice to consumers.

As we usher in the New Year, YMTT has lined up a series of projects in 2017 to be in tandem with this development, particularly the 7th Young Managers' Forum slated for Q3 2017 that will focus on the phased approach and how we can best embrace and adjust to the new operating environment.

We look forward to seeing you in our events. Wishing all of you a Happy 2017 and a productive Year of the Rooster.

*Do continue to share your thoughts or
feedbacks with us via email at
talent@piam.org.my.*

*The editorial team thank you for your
comments and feedback.*

YMTT 2nd LEADERSHIP CAMP & CSR PROJECT 2016



YMTT organized its 2nd Leadership Camp/ CSR Project on the 7th & 8th October 2016 at Thistle Port Dickson Hotel. Befitting to the theme "Changes and Choices", the objectives of the camp was to encourage young managers to strive beyond their existing capacities, and arm themselves with skillsets to tackle impending industry changes and an increasingly dynamic working environment. The camp also aimed to create a platform of sharing good leadership behaviours, empowering, motivating and inspiring their counterparts.

The trainer mandated with that huge responsibility was none other than Mr Irwin Cheong, and his credentials speak for itself. Being a serial entrepreneur across many different industries, spokesperson for many NGOs, and professional magician, he walks the talk.

Day 1's learning experience for 44 young managers was conducted in both classroom and outdoor challenge formats. After a brief ice breaker, our young managers had to sweat it out and roam around Thistle to complete 15 different TeamAzing challenges.



"Living in a new world economy; a paradigm shift in the way we think, operate and lead is crucial to maintain relevance, to which we call the 21st Century of Leadership"

These challenges were designed by Irwin and his team from Training.com Asia to inculcate the spirit of self belief, teamwork, leadership, ambition and pushing boundaries within young managers. Some of these challenges seemed easy on paper turned out to be difficult but rewarding, nevertheless.



Irwin shared current leadership literatures, decision making styles and their relevance to various work scenarios, and true leadership competencies with the participants. Irwin also acknowledged that we are living in a new world economy; therefore a paradigm shift in the way we think, operate and lead is crucial to maintain relevance, to which he calls the 21st Century of Leadership.

Feedback from participants was positive and many went home feeling confident that they have gained more leadership knowledge and skills.

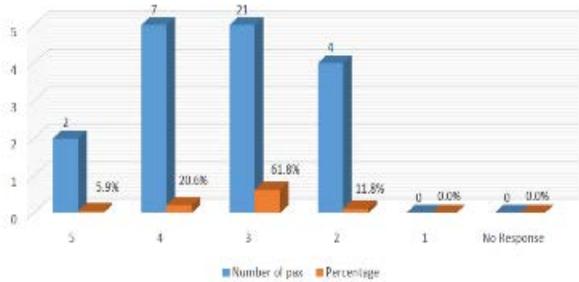


To conclude the leadership training, Irwin treated the young managers with a surreal magic performance. It surely did open eyes and minds of the young managers!

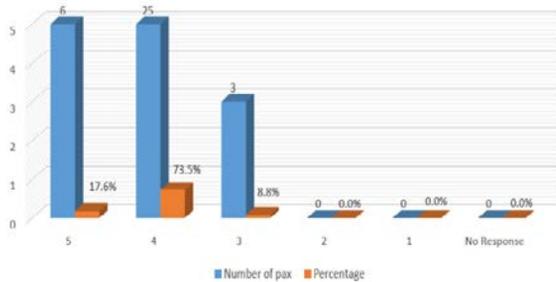
The CSR Project on Day 2 allowed young managers to be change-makers of the industry and to rise by lifting others. It was a fun-filled day for both the young managers and the kids from Pertubuhan Kebajikan Kanak-Kanak Yatim Dan Miskin Wawasan Port Dickson, Negeri Sembilan, as they made beautiful drawings together, sang "We Are The World" and danced in unison.



Level Of the knowledge and skills thought before attending

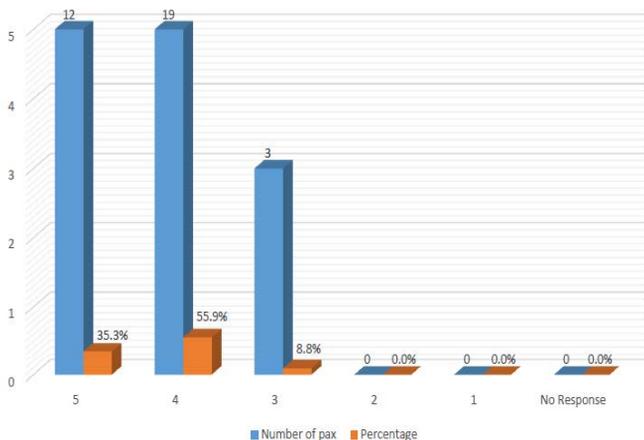


Level Of the knowledge and skills taught after attending



The competency of the trainer was also highly recognized by the participants.

Trainer Competency on the subject matter





It was heart-warming to acknowledge that the industry, whilst providing an important social security tool, is committed to making an impact in the communities it serves.



Stay tuned for updates of the next Leadership Camp & CSR activity, slated to happen in early April 2017!



YMTT 6th BREAKFAST **Talk**

with Mr Malek Ali, Founder of BFM89.9 Business Station

“Taking The Road Less Travelled”



On the 9th of November, YMTT’s 6th Breakfast Talk was successfully held at the Multi Purpose Hall of Etiqa Insurance Berhad. 45 PIAM young leaders were lucky to be joined by the founder of BFM89.9 business station, Mr Malek Ali. The Breakfast Talk is an annual event which gives young managers in the general insurance industry an opportunity to listen to inspiring and successful speakers outside the insurance industry to share his/her aspiration and passion in work and life. This talk also acts as a platform for networking and motivation for the industry’s young talents.

In line with this year’s theme of “Changes and Choices”, Malek shared his journey of “Taking the Road Less Travelled”. Working in the 1990s during the birth of websites and internet, Malek truly believes that internet will drive the future generation. He began his first venture in a KL Classified Newspaper with a vision to set up an online version of the classified.

A lesson Malek shared when taking the road less travelled was to “be prepared for huge bumps”. The drop in property prices in 1997 caused his

columns in the KL classified to drop from 50 pages to less than 15 pages as no properties and cars were being sold during the time. Unfortunately, KL Classified had to be closed down.

The next vision was JobStreet, an online job market to allow easier access and opportunities for people. The challenge was to convince potential hirer that online was a convenient option to promote their company and job vacancies. JobStreet was a success and branches across several countries in ASEAN were established.

Malek also experienced working with Maxis and Yahoo, experimenting different industries while gaining knowledge and insights of each industry.

As an entrepreneur, it is important to experiment and try new things. It is not easy to deliver new innovative product especially when ideas and concepts are new and unfamiliar to the market. However we should be confident in our innovative products and services.

“There is a certain satisfaction knowing that the products developed was beneficial and loved by many”.





PIAM’s CEO, Mr Mark Lim gave the opening speech by sharing his take away from a key note speech delivered by Dato’ Muhammad Ibrahim, the Governor of Bank Negara Malaysia. The Governor highlighted the importance of the 3Ts ie. Technology, Trust and Talent. Mark urged young leaders to embrace the 3Ts in order to strive in the industry’s changing environment today; ie. changes in technology, regulations and customer’s preferences.



BFM89.9 was a vision Malek kept in his black book of business ideas to be realized one day. Why choose a radio station? Malek expressed his frustration when listening to the radio station available in Malaysia where contents was mainly on relationships and daily conversation. Malek began focusing on the needs of the “working professionals” for business contents and other current and relevant discussion locally and overseas. The motto adopted was “educate, enlighten and entertain”. Malek believed that the motto to “enlighten and entertain” is important to ensure that contents are easy to swallow and understood.



In the media industry, the right contents and advertising are crucial for survival. With limited funds, Malek and his team used a versatile creative platform to promote the radio stations. Instead of naming the radio Business FM,



Malek selected a simple Acronyms “B.F.M.” and used word of mouth as a marketing tool. Malek also shared his aspiration for developing the BFM Business School. He believed in the ethos of “creating leader who will make a change in the world”. Also, through his observation during the various interviews with top leaders, he cited that there was a need to tie together the fundamental frameworks and deliver them to current and future leaders through this school.

MILLENNIALS

LEADERS'

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TO PRODUCTIVE MEETINGS



Business meetings are a necessary evil in life.

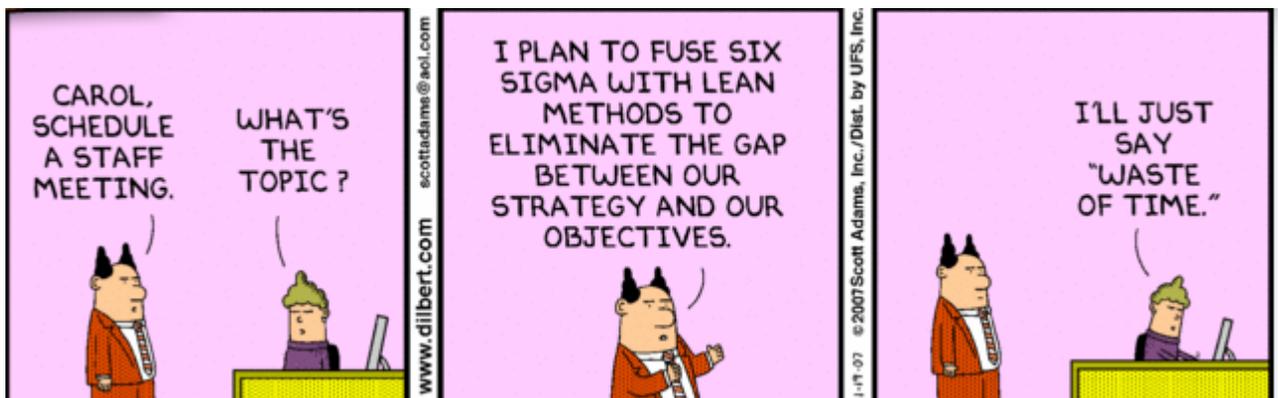
However, productive meetings can be a great avenue to gain new ideas and resolve problems. Other times, they can be the most unproductive part of the day. In one study, a company spent about 300,000 hours on weekly executive meetings in one year (but on whether or not they profited from it remains to be seen).

Even with the advent of conference calls, it seems feelings about meetings haven't changed much. According to one survey, 47 percent of employees view meetings as a waste of time. The participants even described their experiences as boring, pointless, and unproductive. But if we want to really dig up problems, generate meaningful solutions, and practice leadership, then meetings are a MUST.

Don't worry though. As millennials make up a large portion of the workforce today, you can count on them to put a positive spin on traditional setups. Watch this generation of aspiring leaders develop strategies for productive meetings once again.

Why Most Meetings Are Unproductive

For many employees, meetings feel like a repetitive process with no sense of direction. But maybe that's because for the most part, they are.



According to Connie Williams of global innovation consulting firm, Synecticsworld, meetings become unproductive when there's inaccurate communication AND no agenda. A brainstorming session on the other hand, can turn into a staring contest if no one takes a lead on building good ideas. It's also easy to get carried away on off-topic conversations. These, along with no one accountable for keeping time, can transform a fruitful session into a meeting from hell.



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That's why Master Certified Coach, Alan M. Dobzinski, MCC, suggests setting ground rules from the onset. This should be unique to every organization.

Ground rules could be something as simple as No. 1 interruptions if someone is speaking, to something a bit bizarre, like requiring speakers NOT to rehash past ideas. By having ground rules that all parties agree on, you know what to expect and everyone involved becomes accountable.

MILLENNIALS INSIST ON PRODUCTIVE MEETINGS

"If there's a generation that understands the value of time, it's millennials."

Millennials know a person's time on earth is limited – that's why they intend on creating the best memories possible. From managing their own companies, juggling careers and relationships, to getting involved in causes, you'd think they have 25 hours in a day instead of the usual 24. This is what makes them perfect for leading business meetings.

In fact, there are already a good number of millennial leaders who are making meetings productive again. Here's how they're doing it and how YOU too, can make meeting magic happen in your own organization:

1. Looking Into the Future: Keith Scandone, Partner and CEO, O3 World

Millennial leaders naturally gravitate towards the future. Some can't wait for it to happen – others MAKE it happen. At O3 World, they mix innovation with efficiency. With help from Roombot, an app that connects with meeting participants' Google Calendars, workers can be alerted when it's time to wrap things up. Partner and CEO Keith Scandone says it's been effective at keeping everyone on time, but still getting things done.



Can't afford your own Roombot? Have someone at the meeting keep time OR use apps like My Minutes to make sure you don't go over the time allotted for the task.

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2. Transparency in Action: Josh Neblett, Co-founder and CEO, Etailz

Transparency helps uncover hidden issues, build trust among members, and retain your most valuable asset in the company: your people. But showing transparency is often difficult.

For one, it's not easy for employees to speak up, particularly if higher management is present. Second, some folks like to agree on ideas – only to be uncooperative later on.

This makes meetings and actual executions unproductive if not resolved.

But Josh Neblett of Etailz gets to the bottom of the problem by turning the last 10 minutes of every meeting into a Q&A portion. If no one speaks up, it becomes a staring contest.

According to Neblett: "... If no one has questions initially, I'll just look around and stare at people awkwardly until the first couple of questions come out. The questions always end up being useful and universally applicable, but sometimes it takes a couple minutes for the dam to break." By ensuring that there's transparency in every meeting, SOMETHING actually gets done and any problems are given solutions.



3. Valuing Connections: Daniel Entrenas, Indie Labs Manager, Genera

Millennial leaders value human connections. Despite how technology surrounds us 24/7, having that bit of time to look at people's eyes can make a huge difference in building long-term trust. Ensuring that there is human connection in meetings makes it personal, memorable, and rewarding.

Daniel Entrenas, Indie Labs Manager at Genera, is fond of their meetings, which are held at basketball courts. As a mobile game publisher, you might be surprised at the lack of tech. But through traditional, fun activities, Entrenas says they are able to think clearer, thus, giving them the ability to contribute better ideas to the group.

If you want to follow suit but don't have a court, try other alternatives such as: meetings around board games, group yoga in your office garden, or brainstorming. ALWAYS brings people together.



Going Forward

Times are changing fast – and millennials are all over it. Whether it's trying something new or turning bizarre thoughts into actions, this generation is ready to break barriers and challenge norms. So it's not surprising that they're making headlines with their productive meetings

Strategies. (Source: <http://fortune.com/2016/11/10/millennial-leaders-secrets-to-productive-meetings/>)