



# TALENZ

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## Upcoming Events

- 10 Aug 17 7<sup>th</sup> Young Managers Forum with focus on “Market Liberalisation”
- 11 Oct 17 7<sup>th</sup> YMTT Breakfast Talk

## Note from the Editor...

The saying “**time flies when you’re having fun**” sometimes rings true. A productive day at work seems to pass quickly; for instance, at a lively meeting discussion, 6.00 pm can roll around earlier than you expect.

As we write this, we’ve watched 5 months of 2017 passed by and how fast things evolved around us. A little more than a year ago, liberalisation seemed only as a concept, but today, every one of us is striving and strategizing on how to stay competitive as we move ahead towards phase 2 of market liberalisation where for Motor business, the premium rate for Comprehensive Cover as well as Third Party Fire and Theft Cover will be completely liberalised effective 1 July 2017.

There is an air of **excitement** and **optimistic expectation** on this and YMTT will continue to provide an interactive platform to facilitate and maximize knowledge sharing opportunities between young managers across the industry. Look out for our 7<sup>th</sup> Young Managers’ Forum which will provide you with this avenue of sharing on phased liberalisation.

So take a deep breath with us and explore. Learn as now is a perfect time for the industry to **EMBRACE CHANGE, THINK BIG** and **DON’T PROCRASTINATE**.

*Do continue to share your thoughts or feedbacks with us via email at [talent@piam.org.my](mailto:talent@piam.org.my).*

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



## YMTT Aiming to Grow by “Leaps & Bounds”

21 to 22 April 2017

Bayview Beach Resort Hotel, Penang

YMTT has successfully organised the **Third Leadership Camp and CSR Project** on 21 and 22 April 2017 at Bayview Beach Resort Penang, with an encouraging turn-up of close to 50 young managers from the general insurance companies.

En Zainudin Ishak, PIAM’s Convenor for the Education and Human Resource Development Sub-Committee officiated the event and advised the participants to embrace change and start their planning early in their career.

“I like to run long distances. Quite often making business decision is like being a marathon runner. You know that the finishing line is where you really want to get to but along the way, it is not always pure joy. There are really tough moments, but if you keep your eyes on your goal, it is part of what drives you to get there,” he said.

“Whether you are a fresh graduate, a new employee or a CEO, you do not know it all. Admitting this is not a sign of weakness. Never stop learning, because the strongest leaders are those who are lifelong students,” he added. He also advised young managers to do things that they are passionate about as this will naturally lead them to succeed in their career.

Themed “Leaps & Bounds”, the camp aimed to break through old belief structures that may be hindering both personal and team growth. Through the process, the participants learned how mind sets can impact their working lives – from productivity to capacity, to adapting and implementing changes that come their way. By understanding how the mind works, these young managers were then equipped with the necessary skills needed to “reprogram” it; thus, enabling them to be responsible in creating

the possibilities and results they desire; giving their self-confidence a boost.

The Leadership camp kicked off on a high note as the session progressed. Simulation exercises and challenges were thrown at the participants to stimulate their thinking and leadership capabilities. Competitiveness to win at any cost was observed during the first period of the session. Participants were colluding among their team members, drawing up strategies based on self-victory, only to later realize that their initial behaviour actually prevented them from seeing the bigger picture and achieving the **ULTIMATE GOAL**. The training also covered Adversity Quotient (AQ) aspect which is defined as “the capacity of the person to deal with the adversities in their life and how they respond to adversity.” The Corporate Social Responsibility event on the

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second day themed “Carnival of Hearts” further fuelled the positive vibes. The young managers served with their hearts as they provided the underprivileged children an enjoyable recreation experience with opportunities to inculcate leadership qualities through the activities organised.

It was a day of fun-filled games for 30 orphans from Rumah Kebajikan Seri Cahaya, Batu Maung, Penang. The children were entertained with a variety of activities, from magic show to dance performance by the young managers, to even face painting for the kids. There were booths set up with games such as The Cowboy & Red Indian Shoot Out, Lord of the Rings,

## *Adversity Quotient (AQ)*

*“the capacity of the person to deal with the adversities in their life and how to respond to adversity.”*



Minute to Win It and The Maze. Food stations serving popcorns and candies were ever ready for the children to snack on. The whole event signified what can be achieved by **working together towards one unified goal**.

It was heart-warming to see the joy and satisfaction on the children’s faces, that also resonates with these young managers as they depart from Penang charged with positive energy, enthusiasm and a sense of camaraderie.

PIAM CEO, Mr Mark Lim ended the event by encouraging these young managers to embrace tough assignments, do it well, and move on to something bigger.

“That is how you truly become a trusted leader in an organization,” he said. He urged them to share their joy and happiness with the underprivileged children and put a smile on their faces.



# WHY WE PROCRASTINATE EASILY AND How to stop procrastination...

Source : <http://www.lifehack.org/565818/why-procrastinate-and-how-stop->

We are guilty of procrastinating from time to time. There's always something more interesting than the work in hand. We usually think it's no big deal, since deadline is our biggest inspiration and we do our best work when we're inspired. We may even joke about it. However, procrastination is a massive waste of time as it turns out.

A survey in 2015 found that on average, a person loses over 55 days per year procrastinating, wasting around 218 minutes every day on doing unimportant things. Here's the maths:

**218 minutes/day x 365 = 79570 minutes = 55.3 days! That's a lot of time wasted!**

**If you think you need to have a lot of willpower to get productive, you're wrong.**

We're human beings, we all have limited willpower. Our brain is wired to instant gratification. Temporary rewards are always more tempting to us.

When you make plans, you're making plans for your future self. You'll only experience the benefits in future. But most of the time, the present moment can give you the immediate reward you want, making you want to delay the plans and just enjoy the moment.

This is why relying on our willpower to stop procrastination will never be effective. What we should do is to look into the root cause of procrastination and start with small things we can do every day and build a habit of staying productive.

Basically there're 5 common reasons why we procrastinate:

Identify the real reason and find out how to stop procrastination accordingly

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## TYPE 1: THE PERFECTIONIST



### THE PERFECTIONIST:

They are the ones who pay too much attention to the minor details. The perfectionist is afraid to start a task because they get stressed out about getting every detail right. They can also get stuck in the process even when they've started since they're just too scared to move on.

### Advice for the PERFECTIONIST:

Instead of letting your obsession with details take up all your time, be clear about the purpose of your tasks and assign a time limit to each task. This will force you to stay focused and finish your task within time frame.

### For EXAMPLE:

If you're going to write a report, be clear about the purpose of the report first. If the goal of having the report is to clearly present the changes in the data over the past few months, don't sweat too much about writing up a lot of dainty words; rather, focus more on the figures and charts. Just make sure the goal can be reached, and there's really no need to work on things that don't help you achieve ultimate goal.

## TYPE 2: THE DREAMER



### THE DREAMER:

This is someone who enjoys making the ideal plan more than taking actions. They are highly creative, but find it hard to actually finish a task.

### Advice for the DREAMER:

To stop yourself being carried away by your endless imagination, get your feet back on the ground by setting SMART goals for each day. Set a goal and break down the plan into small tasks that you can take actions right away.

### For EXAMPLE:

If you dream about waking up earlier every day, set a clear goal about it – "In 3 Weeks, I will wake up at 6.30am every day"

Then, break this goal down into smaller tasks:

- From tonight onwards, I will go to sleep before 11.00pm
  - Set alarm to remind me to go to sleep.
  - Schedule earlier friends gathering so I can go to sleep early
  - For the 1<sup>st</sup> week, I will wake up at 7.30 am even for non-working days.
  - Go jogging or swimming in the morning for weekends

### *TYPE 3: THE AVOIDER*



#### **THE AVOIDER:**

They are scared to take on tasks that they think they can't manage. They would rather put off work than be judged by others when they end up making mistakes.

#### **Advice for the AVOIDER:**

I know checking emails seems tempting, but don't make answering emails the first think on your to-do list. More often than not, emails are unimportant. But they steal your time and mental energy before you even notice.

Instead, focus on the worst first. Spend your morning working on what you can find the most challenging. This will give you a sense of achievement, and helps you build momentum for a productive day ahead.

Try to break down your tasks into smaller sub-tasks. Understand how much time and energy is really needed for a given task. Make realistic calculations.

#### **For EXAMPLE:**

A 2000 word report does seem to take a lot of time and effort, it does seem scary to just start working on it. But is there any way to break this down into smaller pieces so it'll seem less scary? What about this:

- Introduction: around 100 words (15 min)
- Table of content (5 min)
- Report on the financial status; a chart with 100 supporting text (20 min)
- Case study : 3 cases based on the new business model with around 400 words each (around 40 min each)
- Conclusion: around 800 words (30 min)

Does it look a lot easier now?

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### *TYPE 4: THE CRISIS MAKER*



#### **THE CRISIS MAKER :**

Now the crisis maker deliberately pushes back work until the last minute. They find deadlines (the crises) exciting, and believe they work best when being forced to rush it.

#### **Advice for the CRISIS MAKER :**

Being forced to rush the work will perform better is just an illusion because it actually leaves you no room for reviewing the work to make it better afterwards.

If you always leave work until the last minute, try using

“POMODORO TECHNIQUE”. Literally the “TOMATO TECHNIQUE” developed by Italian entrepreneur Francesco Cirillo. It focuses on working in short, intensely focused bursts, and then giving yourself a brief break to recover and start over.

#### **For EXAMPLE:**

Use a timer and divide your complex work into small manageable sessions. In between the small sessions, give yourself a break to recover. While giving your brain a regular break can highly boost your performance by recharging your brain's energy, having completed the tasks earlier allows you to have plenty of time to go through your work again to make it even better.

### *TYPE 5: THE PROCRASTINATOR*



#### **THE BUSY PROCRASTINATOR:**

This type of procrastinators are the fussy ones. They have trouble prioritizing tasks because they either have too many of them or refuse to work on what they see as unworthy of their effort. They don't know how to choose the task that's best for them and simply postpone making any decisions.

#### **Advice for the BUSY PROCRASTINATOR:**

You have to get your priorities straight. Important tasks should take priority over urgent ones because 'urgent' doesn't always mean important. You only have so much time and energy, and you don't want to waste that on things that don't matter.

Identify the purpose of your task and the expected outcome. Important tasks are the ones that add value in the long run.

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Replying an email that's written "please get back to me ASAP" seems to be urgent, but before you reply that email, think about important it is compared to other tasks.

**For EXAMPLE:**

Imagine the email is sent by a client asking about the progress of a project and she wants you to reply her as soon as possible; at the same time you have another task about fixing the logistic problem that is attracting all the projects on hand. Which one should you handle first?

The time cost for replying an email is as low as just around 5 minutes but the benefit is also very low because you're just satisfying one client request. Fixing the logistic problem probably takes a lot more time but it's also a lot more worth it because by fixing the problem, you're saving all the projects on hands, benefitting the whole company.

**Be smart about every small choice you make because...**

You may notice most of the characteristics of procrastinators have to do with their mindset. They keep delaying work because of some sort of fear. This is exactly why tweaking our attitude towards work can help us stop procrastinating and become more productive.

Changing our mindset may seem a lot of work. But by doing the smallest things every day, you're getting used to the way you handle works - from setting goals, to breaking down tasks, to evaluating each task's values.

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**The Young Managers Think Tank (YMTT)** is an active Working Group under the auspices of the Education/HRD Sub-committee of PIAM comprising young managers across the general insurance industry with the common objective to identify talent management initiatives/issues and propose appropriate actions for the general insurance industry.

Find out more on YMTT initiatives via

[www.piam.org.my](http://www.piam.org.my) or email us at [talent@piam.org.my](mailto:talent@piam.org.my)