

TALENZ



Issue 19 (December 2019)

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Upcoming Events in 2020

- 10th Leadership Camp & CSR Q2
- 10th Young Managers Forum Q3
- Breakfast Talks Q1 & Q4



The 9th Young Managers Forum

High gear into
the digitalisation
era.....

See more on
page 12.

*Do continue to share your thoughts or feedback with us via email at talent@piam.org.my
The editorial team thank you for your comments and feedback.*

Notes from the Editorial Team

Leading In The Wave of Change

Digital innovation is reshaping the way businesses are functioning today. Robotics, artificial intelligence, internet of things and other disruptive technologies are poised to transform systems and the way businesses operate.



Anthony Lee, PIAM Chairman

In the opening speech of the recent 9th Young Managers Forum, our PIAM Chairman emphasized that today's leaders must be open-minded and recognise the opportunities that the digital economy presents. He reminded leaders to seize the digital opportunities at the right place and the right time as it will help them to go a very long way in serving their passion and purpose.

During the Symposium section of the Forum, while discussing on the topic *"Leading in the Age of Data - Defining Modern Leaders"*, the speakers agreed that it is getting harder to source, manage, motivate and retain talent while controlling costs. All also agreed that passion and perseverance are vital qualities that must be present whilst embracing change.

The 4th Industrial Revolution (Industry 4.0) potential is limitless. There is no doubt that the future of work is changing with developments in globalization, demography, technology and regulation. Organizations need to change rapidly. To succeed, they require their people to be agile and adaptable in keeping abreast with these changes.

As the saying goes – **"Data is the new gold"**. The influence of digital technology – and especially the internet – has increased. Regardless of whether the impact will be a boon to humankind by offering unlimited opportunity for communication and commerce; or be a threat to our way of life by undermining the social fabric and threatening our well-being; the role of leaders must evolve with time to embrace digitization and stay ahead of competition.

On this note, YMTT wishes all of you a very productive 2020!

Sharing Our Passion & Purpose The YMTT Way

Karnival Kewangan (Melaka)

YMTT member, Jessica Tan shared her experience and aspirations during the "Coffee Talk for Tertiary Students with Financial Industry Leaders" at the Karnival Kewangan held in Melaka on 14 Jul 2019.



Jessica Tan with En Abu Hassan Alshari bin Yahaya, Assistant Governor, BNM

The dialogue session aimed to create opportunities and high impact engagement between the younger generation and industry leaders to inspire them in achieving their life goals.

Karnival Kewangan was launched on 17 Jan 2017 by Bank Negara Malaysia in collaboration with all relevant stakeholders. A series of Karnival Kewangan roadshows was held nationwide including states like Sarawak, Sabah, Terengganu, Kedah and Pahang.

In Jan 2018, YMTT Leader, Kelvin Siah, had also participated at the "Discover Your Future" talk series during the Karnival Kewangan held in Kedah.

All in all, YMTT actively plays a role as industry ambassadors representing PIAM at career talks, symposiums and roadshows, sharing their aspirations and passion in their work with students.



Sharing Our Passion & Purpose The YMTT Way

ASymposium (a Conference by Sunway Actuarial & Financial Excellence, SAFE)

continued.....

Another YMTT member, Esther Lee was one of the speakers during the panel session at the ASymposium Actuarial Conference organised by the Sunway Actuarial & Financial Excellence (SAFE) held on 24 Aug 2019 at the Sunway University campus, Bandar Sunway, Selangor.



Esther Lee (centre) sharing her thoughts during the panel session.

ASymposium is the very first actuarial conference organised by SAFE with the aim of providing students deeper exposure regarding the technological revolution across the actuarial industry. It was attended by about 250 Year 1 to Year 3 Actuarial Science students of Sunway University.

Esther shared her insights alongside two other panel speakers during the panel session on **“Career Prospects: Employability and Skills Gap”** on future career prospect for undergraduates. She also provided guidance to participants on the relevant adaptation and transitional skills on how they can improve their employability.

SAFE is a student leadership body that aims to produce highly sought-after talents in the insurance and finance industry. It aspires to provide ample opportunities for members to engage with practitioners in the industry.



11th Breakfast Talk

“Passion X Purpose”

Up-close with **Syed Azmi Alhabshi** the Malaysian icon



More than 50 young managers from the general insurance industry had the rare opportunity to meet Syed Azmi Alhabshi up-close during the 11th Breakfast Talk organized by YMTT on 27 Jun 2019.

Always striving to make a difference, Syed Azmi has been spearheading community initiatives and leads volunteer and community engagement. Throughout the session, Syed Azmi was being candid about himself and his life experiences which made the session more engaging and eye opening.

Syed Azmi may appear as an ordinary person, but he truly has a heart of gold. He would do volunteer work in areas where many would not, such as championing Children Protection Law and helping rape or child abuse victims.

Always a good sport, Syed Azmi mentioned that he understands the risk of his actions and accept the challenges as a part of his journey. He maintain his calm and moved on. Syed Azmi's passion is about people - children, old folks and single mothers.

His nature of engagement is not an easy path. However, having clear goals in his noble quest to help children, old folks and single mothers made him continue his drive with absolute passion.

Syed Azmi treasures the quality time with his family, as family is the pillar of his strength and the source of his willpower. Their advice and support has brought him to where he is today. His parents always taught him to respect and treat everyone the same, regardless of what position, age, race, education and financial background. This has helped him to connect with people effectively and strive to achieve the desired results.

His sharing at the Breakfast session truly showed his Passion and Purpose spirit in life which resonates so well with YMTT's 2019 theme. This remarkable talk opened our eyes and minds to remain steadfast in our achieving career or life goals.

“Transparency, humbleness and humility will never go out of style. It is actually more classy than having a Chanel bag” – Syed Azmi Alhabshi

11th Breakfast Talk “Passion X Purpose”

Up-close with
Syed Azmi Alhabshi,
the Malaysian icon



12th Breakfast Talk

with Mr. Lam Choy Heng

Assistant Vice President

Crawford and Company Adjustors



Meanwhile, Mr Lam Choy Heng, Assistant Vice President of Crawford & Company Adjusters (M) Sdn Bhd shared on how he finds his passion and purpose in the loss adjusting business. Bringing with him some 22 years of working experience in this field, he shared insights on how he remains passionate in his job.

Lam shared his good and bad experiences, the ups and downs of life, ranging from extreme events to pivotal milestones in his life that added colour to his career and gave him the learnings needed to bring him to where he is today.

“Despite all the challenges that came along the way, explore the things you love to do, be clear about your life purpose. You have to find the purpose in your life and work that makes you passionate in what you do,” he said.

Lam added that contrary to the idea that doing what one love makes work effortless, a passion puts one to work. He believes that to do something well, one has to have a passion for it.

Interacting and listening to his clients on how they were trying to make a difference by providing something that someone needed; or, hearing his co-workers talked about how much they loved certain clients and wanted so badly to help them succeed - those were the kind of interactions that sparked passion within him which creates a sense of purpose in his work.

“When I did this, I stopped thinking about my day-to-day tasks as things that needed to get done and I started thinking about what those things could do for my company and my clients. I saw the value and outcome rather than just the tasks,” he said.

The 12th Breakfast Talk attracted more than 40 participants from member companies and takaful operators. YMTT organizes two Breakfast Talks each year with the aim to provide a platform for young managers to network and to listen to guests speakers from within and out of the industry. During the sessions, it is hoped that the young managers deepen the bonds and foster a strong sense of camaraderie among them.

Both Breakfast Talks 2019 were held at the Multi Purpose Hall of Chubb Insurance.

12th Breakfast Talk

with Mr. Lam Choy Heng



Quotes

"The only way to do great work is to love what you do." - Steve Jobs

*"Passion is energy. Feel the power that comes from focusing on what excites you."
- Oprah Winfrey*

From ISJ Chairperson's Desk

2019 ISJ General Course

The following article is contributed by Mr Kelvin Siah, YMTT Leader / Head of Agency Transformation & Training, AIG Malaysia Insurance Berhad who attended the Insurance School (Non-Life) of Japan (ISJ), General Course with Ms Wong Li Kuan, Senior Manager, Actuarial Department, AIA General Berhad. The ISJ General Course was held from 21 Oct to 1 Nov 2019 in Tokyo Japan.



From left: Kelvin Siah with Li Kuan and Lokman Mohamed of BNM

What an amazing two weeks it has been for all 31 graduates of the 2019 General Course of the Insurance School (Non-Life) of Japan (ISJ)! The initial two days before the trip felt longer than the two weeks we were there! “Awesome” would be an understatement to describe this wonderful experience, from the content and lectures, to the location and food; and most of all, the people and friendships therefrom.

As chairperson of the 46th Session of the ISJ General Course 2019, it is my honor and privilege to represent my fellow graduates to share my thoughts here on the entire program held from mid-October to early November 2019.

First and foremost, I would like to talk about my new-found ISJ family, whom I dearly miss though it has only been slightly over a month since we’ve met. With 31 different individuals coming from various backgrounds and disciplines, the camaraderie transcended boundaries, and it was a joy to see the synergy in learning and bonds of friendship built within this short two weeks. Participants ranged from across the East Asian region, with a good mix between those serving within regulatory bodies and those from the various functions within insurance companies. Like pieces of Lego that fit, friendships were formed almost instantaneously; and together, we had great fun, not just within the classroom walls, but at restaurants, malls, tourist spots and more. It is something we will never forget, and it is what we will treasure most from this memorable milestone in our lives.



From ISJ Chairperson's Desk

2019 ISJ General Course

continued.....

Getting to the meat of the matter, our session began with a warm welcome by members of both the General Insurance Association of Japan (GIAJ) and the General Insurance Institute of Japan (GIIJ), followed by an introduction to their activities, as well as an overview of the non-life insurance market and business environment of insurance companies in Japan.

The following days of the first week saw a mix of lectures covering various topics, ranging from technical training on products, to regulatory supervision and even new developments and trends within the non-life insurance market. We also had the opportunity to gain exposure to the various markets from each ISJ region, where participants representing the various regions presented on their respective non-life insurance markets along with the various issues that entail. The weekend in between was likewise a fruitful one, with an educational day trip organized to visit designated landmarks that gave a glimpse of both the beauty and culture of Japan. We were blessed with good weather, and had the honor of seeing Fuji-san (Mt. Fuji) from afar – the highlight of our tour!



If you think week one was exciting, week two was filled with activities, both on and off-site. While we continued to learn from more technical classroom lectures and presentations on specific topics by the ISJ regions, we also had the privilege of visiting The Jiken Center, the research and training center that sets the standards in automobile repairs. But the highlight of the week was the Wrap-Up Presentations led by ISJ participants, where everyone was divided into groups and tasked with jointly preparing and presenting on selected issues that impact the non-life insurance market.

With the aim of being as neutral and objective as possible, it was a difficult decision as chairperson to determine the best group presentation, with the final scoring coming in real close to each other – but with a well-deserved winner. Overall, all ISJ participants did very well, and worked harmoniously to address and deliver on their assignments – with a nice blend of flavor and perspective of the different regions and functions. The entire course then came to a close in a celebratory yet very emotional ceremony, as we bid farewell to the friends we have gained in the short two weeks we were there.

From ISJ Chairperson's Desk

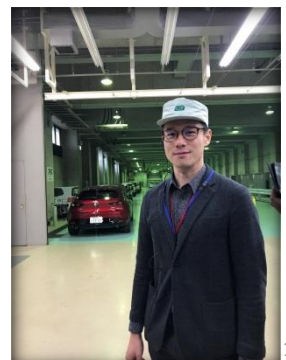
2019 ISJ General Course

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No amount of words can sum up the experience and memories gained from this course. You have to be there in person to fully understand it! We have learned so much, opened our eyes beyond our own geographies, and made lifelong friendships within our ISJ family. It is my hope that the synergy that existed during this course will continue to develop among the regions, as we jointly find ways to address common issues, and improve the overall non-life insurance markets even across boundaries.

So, from the bottom of my heart, I would like thank all members of the General Insurance Institute of Japan (GIJ) and the General Insurance Association of Japan (GIAJ) for providing us with this amazing opportunity to learn and be a part of the ISJ family, and serve a greater cause for good both locally, and for the international community. And to my dear classmates of the 2019 ISJ General Course, thank you for making this experience an unforgettable memory that will remain indelible to me. Hope to see you in the Advanced Course! Cheers!

By Kelvin Siah
Chairperson of the 46th Session
ISJ General Course 2019



9th Young Managers Forum

Leading in the age of data

YMTT has yet again concluded a successful event of the year - the 9th Young Managers Forum (YMF) on 3 Oct 2019 at the Sheraton Imperial Hotel, Kuala Lumpur.

More than 75 young managers from PIAM member companies, ISM and Takaful operators participated at this full day event, with the attendance of 20 CEOs and company representatives during the morning session.



The event was graced by Ms Lau Chin Ching, Director of Insurance Development Department, BNM. Ms Lau's presentation entitled "Passion X Purpose" highlighted her personal philosophies towards achieving greater satisfaction at work – codenamed as PEARLS (Passion, Equilibrium, Arguments, Right fit, Life & Surprise) and other factors.

"As young leaders, apart from being empowered, you can also empower others to be able to find out about purpose and passion in life. You must treat your jobs like a romantic relationship. When your passion and purpose are in line, that is the time where you can make the change," she said.

PIAM Chairman, Mr Antony Lee, in his opening speech stressed that passion is a very powerful word. It is the key driver that puts us to work and shapes our purpose. It is important for a leader today to be self-anchored and self-motivated with his or her own clearly defined passion. This is pertinent; otherwise, one can be lost in a sea of distractions in the digitalized environment, or worse, lose the sense of purpose in one's work.

"Today's leaders need to be open-minded and recognise the opportunities that the digital economy presents. Seizing the digital opportunities at the right place and the right time will help us, as leaders, to go a very long way in serving our passion and purpose," he added.

He continued to say that digitalisation, when used wisely and intelligently, can be the best tool to enhance a leader's purpose. In closing, he urged leaders to adopt a positive mindset that focuses on the need to grow and build their talent towards this path. This can ensure the employment continuity of our human resources as well as the sustainability of trade and industry.

9th Young Managers Forum

Leading in the age of data

continued.....

This year, the YMF adopted a new format by providing a symposium platform for CEOs of companies and the regulator to discuss at length on the topic ***“Leading in the Age of Data - Defining Modern Leaders”***.

The speakers included En Zainudin Ishak, Convenor of EHRD Sub-committee of PIAM, Ms Khoo Ai Lin, Group CEO, Tune Protect Group Berhad, Ms Kristina Rai, Director, Human Capital Development Centre, BNM and Mr Mahendran Samiappan, CEO, ISM.

The symposium touched on the co-creation of the future by balancing innovative activities and sustainable performance; people management and the behavioral change in embracing data; strong sense of purpose, passion and perseverance in the changing landscape; agility, adaptability, critical thinking and vision in the new digital era and many more.



This was followed by a data analytic workshop which is a new format that YMTT introduced to continue increasing the capability of the future leaders of our industry.

It was conducted by Mr William Yap, CEO of Elix Professionals Sdn Bhd. William was the former Chief Data Scientist of Artificial Intelligence Malaysia (AIM).

The workshop covered the application of data analytics in the insurance industry and gave a hands-on practical training on R Programming.

Overall, the event was a success based on the evaluation and comments received by the speakers, guests and participants.

9th Young Managers Forum

Leading in the age of data



YMTT Offsite Strategic Retreat 2019

YMTT embarked on an Offsite Strategic Retreat to the beautiful coast of Nha Trang, Vietnam from 15 to 17 Nov 2019. The retreat was aimed at deliberating the future of YMTT and how the YMTT platform can continue to support the agile and rapidly changing insurance landscape.

The Strategic Retreat also helped to strengthen and foster a strong sense of camaraderie among YMTT members. From the interactive and intense discussions, the team drew up a clear 2020 plan for the consideration and adoption by the EHRD Sub-committee.

YMTT is also excited to announce their recruitment plan. It has been proposed that new members will be recruited into the Working Group. This will add new flavor and new ideas to continue improving the workings and positioning of YMTT in the industry. Besides that, YMTT also explored the possibility of having cross-industry collaborations with other related Associations in its projects and events. This is to further maximize the learning opportunities and exchange of knowledge.

