

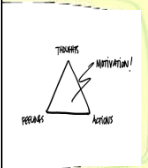


◆ CAREER TALK 1

No.8

SEPT

2014



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TALENZ

NEWSLETTER PUBLISHED BY THE YOUNG MANAGERS THINK TANK FOR
THE YOUNG MANAGERS IN THE GENERAL INSURANCE INDUSTRY

Note from the Editorial team:

We bid farewell to Zohrab Chong, MSIG and welcome on board the following new members and Group Leader to the Think Tank who will be contributing their time and effort to bring out the visibility of the young managers of this industry and to achieve the key objectives of the Think Tank:

- Sharmala a/p Maniam, Uni-Asia General
- Andrew Cheok, QBE
- Mokhtar Abdul Rahman, (Group Leader) Etiqa

Please read on to gather further information and updates on what's happening, or where you can also be a part of.



Career Talk

The objective of this project is to assist the industry to dispel the myth that a career in insurance means working as an agent.

These talks were aimed to promote awareness and attract new talents to the industry. Priority was given to institutions of higher learning that provide risk management, management and insurance courses.

The first talk was held at Universiti Utara Malaysia, Kedah on 25th March 2014. There were 63 students and 3 lecturers from Business Mathematics, Risk Management and Finance faculties who attended the talk at UUM.

Amanda Liu, our ambassador representing YMTT, was there to share her working experience and her involvement in YMTT projects.

Cheang Wai Ping (former YMTT member) also acted as YMTT's ambassador who shared her working experience during the second talk which was held at the University Malaya on 23rd May 2014.





SELF e-LEARNING

Check out this website <http://www.mindtools.com> for free access to a variety of self learning/ knowledge materials. Free apps for smart device available to be downloaded too.



Motivating Yourself to Motivate Others

LEARNING CORNER

Every manager worth his or her value in their organisation is faced with an ongoing challenge - how to motivate their work force, how to ensure that their employees bring, or will continue to bring, energy, passion and a positive attitude to work every day.

Finding ways and means of ensuring that people are truly connected to their work, their colleagues, their customers and, above all, their company, can sometimes seem like an insurmountable barrier.

Managers need to address current work issues such as employee retention, loyalty and burnout. Motivating employees to feel good about their jobs contributes to good business and a healthy working environment. Motivation is an internal state of mind, and is unique to each individual. With motivation come choice, intention and willingness on the part of the individual. There are those who are motivated by intrinsic value, some through financial gain, some through recognition - what ever the motivating factors, it is up to the Manager to be aware of them. It is true that certain things like money, an office of their own and job security can help people from becoming less motivate, but they don't usually help people become more motivated.

Motivating and empowering ourselves

Employees need to motivate and empower themselves. That is not necessarily the Manager's responsibility! It is, however, the Managers responsibility to set up an environment where employees can best do that, and the key is knowing how to set up the environment. Creating an environment where fear is instilled never works - in fact it creates just the opposite effect; lack of motivation, no loyalty and the will to leave the organisation.

Knowing what motivates you, as a Manager does not necessarily mean that your employees will be motivated the same way . How you perceive a situation that satisfies your motivational needs may not do the same for your employees. Increased job satisfaction does not necessarily mean increased job performance. If the goals and values of the organization are not aligned with the goals and values of employees, then employees aren't working effectively toward the mission of the organization.

Motivating yourself to motivate others



There are some very basic steps you can take that will go a long way toward supporting your employees to motivate themselves toward increased performance in their jobs. As a Team Leader, how you feel about your job will affect those around you. Enthusiasm is highly contagious - if you are enthusiastic about your job, it will become easier for your employees to be as well. So being able to motivate your employees begins with motivating yourself - the key is understanding your own motivations, so in turn you will understand and recognise those of your employees.

It is critical that Managers and Supervisors know what they want from their employees. Whatever steps are taken to support the motivation of your employees the manager needs to ensure that they, the employees, have a strong input to identifying their goals and that these goals are aligned with the goals of the organisation.

Whatever steps are taken by the Manager towards motivating their employees, it is important that they listen carefully to them, ask their opinions, see how they are feeling, taking an interest in what they are doing and observing them at work. A manager needs to be people sensitive, especially during moments of crisis - i.e. any changes within the company structure, redundancies, and mergers.

Motivation is a Process, not a task

Managers need to recognise that while organisations change all the time, so do people. Different priorities feature in their lives, which can affect how they work and why they work. It is an ongoing process to sustain a positive working environment where the manager can encourage employees to strongly motivate themselves; this in turn will motivate and fulfil the manager. Don't just count on cultivating relationships with your employees to motivate them. People change when affected by stress, overwork, burnout and outside factors. By establishing various systems and structures within your organisation, you will help to motivate and provide equality to your employees.

Employees like to feel involved and have responsibility for the tasks they do. It is important for them to have the right to decide how they will carry out their task and this allows them to feel a stronger sense of ownership, which in turn provides fulfilment and motivation. It also provides the manager with more time!!!

The next steps

As a manager, with a team to motivate so that productivity will increase, follow these simple steps –

1. **Take the time** to identify three things that motivate each of your employees
2. **Recognise the differences** between your impression of what you think is important to them and what they think is important to them
3. **Really listen** - don't assume or judge, or try to get them to see 'your point of view' - this is their point of view, and therefore very important to them
4. **Set a date** to meet with each one individually to discuss these and set a plan of action on how to make things more exciting for the employee
5. **Take some time after to decide** how you will now modify your approach to each employee to ensure that their motivational factors are being met - for example, their jobs could possibly be redesigned to be more fulfilling.



Many employees are also motivated by care and concern and this can be achieved by the Manager setting time aside to meet with them on a regular basis. When meeting with your employees, make sure you do not take any calls and tolerate no interruptions, not even from the Boss! This shows the employee that they have your undivided attention and gives them a sense of importance.

Let the Employee know how they are doing

We all need to know when we are doing a good job, but even more so when we are actually making a difference! Some managers focus on asking their employees to 'justify the job' but this can de-motivate rather than motivate the employee and instil a sense of insecurity. It is important to acknowledge and celebrate the small victories and successes; this avoids employees feeling frustrated, sceptical and even cynical about the efforts within the organisation.

*“Find a job you love and you will
never work a day in your life.”*

- but along with that comes the responsibility of ensuring that statement never changes.

Article prepared by CSB Group and VacancyCentre.com



5 Sure Fire Ways to Motivate Yourself

A GUEST POST BY FAROUK RADWAN



We all have goals and tasks that we want to accomplish but unfortunately we don't always find ourselves motivated to do our tasks or to pursue our goals.

One of the big differences between successful people and those who didn't succeed yet is the ability of the first group to motivate themselves to work on their goals.

Certainly we all want to be successful and that's why I decided to write this post to tell you about 5 surefire ways that can help you motivate yourself.

1) **Know exactly what you don't want:** Sometimes knowing exactly what you don't want can motivate you more than knowing what you want. Wanting to be rich will certainly motivate you but not wanting to be poor, miserable, broken, sad or helpless can sometimes motivate you more.

Visualize the worst scenarios that can happen If you didn't work on your goals can give you a strong motivational boost.

2) **Combine both positive and negative motivation:** In order not to fall in the trap of negative thinking you must use both positive and negative motivation techniques. Just like you should remind yourself of the negative consequences you should use visualization and images to remind yourself of the amazing feelings you will get when you succeed.

For example if you want to get rich you can hang on the wall above your computer a picture of your dream house or dream car. Each time you will look at them you will get motivated.

3) **Don't wait for the right mood or the right time:** Lots of people mistakenly believe that people who are highly motivated always feel good while pursuing their goals while the truth is that those who are self motivated have learned how to work even if they feel really bad.

Its not about waiting for a good mood to start but its about learning how to start even if there is no good mood.

4) **Use motivational media:** No one can underestimate the effect of suggestions we receive from songs, movies, pictures ..etc. If you are getting these suggestions anyways then why not make some of them positive by filtering out the negative media you get subjected to and increasing the positive media you encounter?

5) **Lack of knowledge results in lack of motivation:** Why would a person who want to do something badly never become motivated to do it? For example I know many people who would die to lose weight but in the same time never try to do it. The reason some people lack motivation is that they don't know what to do in order to solve their problems, had those people educated themselves about possible solutions they will become motivated to pursue their goals

Farouk Radwan writes for [The Ultimate Source for self understanding – 2knowmyself.com](http://TheUltimateSourceforselfunderstanding-2knowmyself.com) You can find him on Facebook as m.farouk.radwan and on Twitter as [@2knowmyself](https://twitter.com/2knowmyself)

UPCOMING EVENTS

Leadership Camp

The Think Tank is working on a proposal to collaborate with AIESEC local chapters to organize a 'Youth to Leadership' Camp to engage more youth / students to come together with young managers from general insurance companies. Our aim is to provide an avenue for young managers to network and introduce the insurance industry to the youth.

"AIESEC is an international non-profit organization that provides young people with leadership opportunities to develop themselves into global leaders with an urge to make a difference in society"

YMTT will share further updates in due course.....



Young Managers Forum March 2015

The 5th Young Managers Forum is scheduled to be held in March 2015.

The Objective of the Forum:

- To create a platform for recognizing young talents from the general insurance industry
- Synergizing/harmonizing talents and capabilities of these young talents
- Creating a networking opportunity for the young talents from the general insurance industry.

An exciting program is being planned for this event. **Don't miss it!**

Check with your HR/Learning/Training Department for further details on nomination for participation.

COMING SOON BREAKFAST TALK ON 19 Nov 2014



The 4th series of Breakfast Talk is scheduled on 19th Nov 2014 at the MII Centre L6, Wisma Sime Darby, Kuala Lumpur.

A young successful entrepreneur has been identified by the Think Tank to share their experience and passion in their personal achievements.

BE HEARD!

Share your thoughts/feedback on the newsletter to provide any suggestions etc to talenz@piam.org.my

Editorial Team

We thank all of you for your thoughts and feedback!