



OPENING SPEECH BY EN. ZAINUDIN ISHAK, CONVENOR, PIAM EHRD COMMITTEE
INSURANCE LEADERSHIP FORUM 2021
“RESET. RENEWAL. HOPE AND OPPORTUNITY.”

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Assistant Governor
Bank Negara Malaysia

Mr. Antony Lee
PIAM Chairman

Mr. Samuel Kim
Founding President
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Ms. Joan Low
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Ms. Darshini M Nathan
Head, Culture & Engagement
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Mr. Jonathan Chong
Chief Risk Officer
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Ms. Wong Woon Man
Group Head Human Resources
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Ms. Kavita Satwalekar
Founder, InnerSense, Leadership Coach, Author

Ms. Gail Gibson
Leadership Coach, Author

Ms. Julie Chong
PIAM CEO



Assalamu'alaikum
Selamat Datang and
Good morning to all.

On behalf of Persatuan Insurans Am Malaysia (PIAM), I would like to extend to all of you a warm welcome to the Insurance Leadership Forum 2021 themed "RESET. RENEWAL. HOPE AND OPPORTUNITY."

Admittedly, incidents of Covid-19 taking place in the past 2 years were barely imaginable before, such as having the entire team of your staff working from home and spending considerable hours of our working days on video-conferencing instead of interacting physically with contacts across the world. The pandemic has and is still testing our resolve and resilience.

Nevertheless, it is an exciting time for Education and Human Resource Development (EHRD) Committee of Persatuan Insurans Am Malaysia (PIAM) to organize the Forum which is in its 6th year. PIAM have lined up distinguished speakers sharing their unique insights on how the industry leaders have made opportunities out of the disruptions and are proactively seizing the moment by converting them to economic and social values.

Ladies and Gentlemen

Reset. Renewal. Hope and Opportunity. Despite the devastation of the global pandemic that is entering the second year, industry leaders have viewed 2021 with the lens of hope and opportunity. We have seen companies taking bold steps to reset the dial with bold plans for growth, innovation, digital transformation, and workforce and talent transformation.

The ability to successfully manage and navigate through changes and transformation is among the most important skills needed for personal happiness and prosperity of organizations. Deep appreciation on the connection between technology and talent as opportunities to transform our organizations may only be achievable with elevating the



workforce's skillset, diversifying their exposure as well as improving their agility and engagement.

Many business leaders have realized that they can't simply hire the workforce they need. There aren't enough prospective recruits with the right skillset, and the expense would be enormous for external top talents. Instead, companies have learned to prioritize upskilling their existing employees or members of their communities. This means expanding people's capabilities and employability, through effective training tools and platforms, to fulfil the talent needs of a rapidly changing economy.

Workforce and talent transformation's developing knowledgeable, strategically adept, cognitively flexible, emotionally intelligent and proficient workforce. We need talent who can command artificial intelligence, analyze data, invent and apply solutions on the fly, and slide effortlessly into new roles as needed. At the same time, they must ensure that they are well updated on the advancement of technology and participate in online courses to keep improving and growing their skill sets. When work heats up, ideas should flow from all corners of the company, whether from full-time managers or newly joined executives and trainees.

In addition, as organisations embrace digitalization, leaders and talents need to adopt a new mindset that focusses on empathy and functionality. Organisations need to grow and build talent within their capability towards this path to ensure that the business remain relevant, in sync and in contact with the customers and consumers. This will in turn safeguard the sustainability of the trade and the industry.

Ladies and Gentlemen

Today, our speakers will share insights on Reset. Renewal. Hope and Opportunity. for us to further explore on how talents can drive change and transformation. They are the fuel. Therein lies the challenges in attracting, recruiting, retaining, developing, growing, and engaging talent.



I would like to thank our distinguished speakers, moderator and panelists for taking the time from their busy schedules to share their expertise and knowledge with us. I also wish to extend my appreciation to the Organizing Team led by MII CEO, Ms. Shalini Pavithran, for the excellent arrangement in making this event possible. I was informed they had been working very hard in planning and executing this event.

Lastly, thank you to all our member companies and to all participants today, for your support in making this event a success. Your continuous support is highly appreciated.

Have a fruitful and rewarding time at the forum.

Thank you.