

2021 INSURANCE LEADERSHIP FORUM

RESET. RENEWAL. HOPE. OPPORTUNITY

Organized by:



In Collaboration with:



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MALAYSIAN
TAKAFUL
ASSOCIATION

Key Takeaways – Day 1

WELCOME ADDRESS



Mr. Zainudin Ishak

Convenor, Persatuan Insurans Am
Malaysia (PIAM) Education / HRD Committee



Drive Change and Transformation

2021
*turning crisis into
opportunity*

*to transform
organization*

*workforce and
talent
transformation*



Innovation & digital
transformation



Workforce and talent
transformation

- Talent
- ❖ right skillset
 - ❖ upskilling
 - ❖ Future ready



- Technology
- ❖ Digitalization
 - ❖ AI & ML

to adopt a
new
mindset that
focusses on
empathy
and
functionality



business
remain
relevant

Key Takeaways – Day 1

KEYNOTE ADDRESS



GUEST OF HONOUR

Mr. Adnan Zaylani bin Mohamad Zahid

Assistant Governor, Bank Negara Malaysia

In 2020, profitability was higher in H2 2020 driven by industry performance. In the life insurance and family takaful sector underwriting profit has generally been sustained despite slow growth.

For General sector, better underwriting results and higher operating profits as compared with other sectors. Total premium grew by 11% as at end of May 2021

The Insurance & Takaful industry can play a bigger role towards supporting the economic hardship and recovery

The industry has stepped forward with Covid relief measures to help the policy holders and put together the Covid test fund. There needs to be social and economic corporation to create value for all.

Climate Action and Managing Climate Risk

- to promote sustainable risk management practices to guide industry players in managing the climate risk.
- to develop institutional capacity for climate risk in their business strategy and risk management

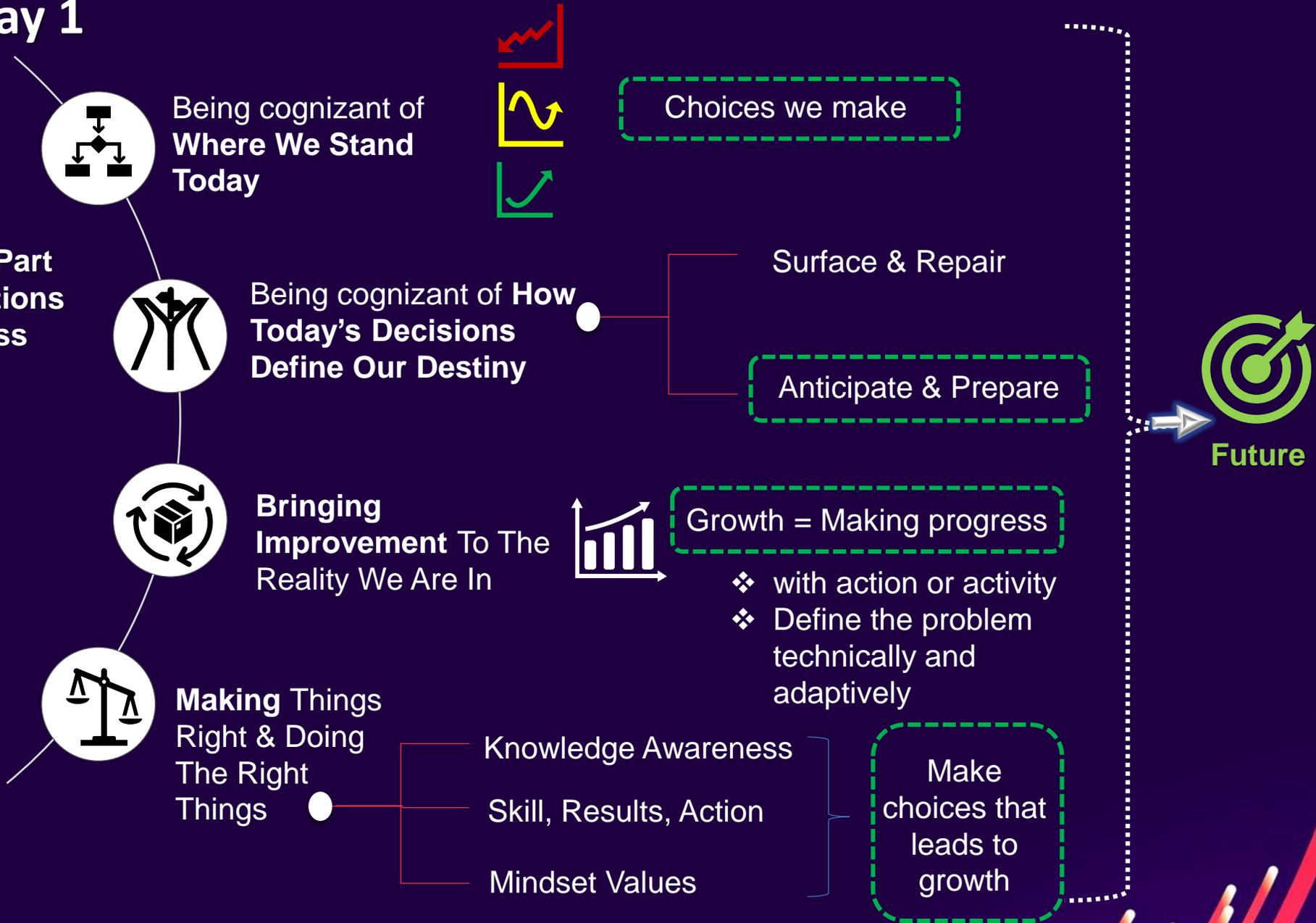
Digitalization – developing a framework to promote new digital players and institutional transformation in the domestic Insurance and Takaful industry.

Key Takeaways – Day 1

Adaptive Leadership: A Four-Part Framework For Your Organizations to Make Sustainable Progress



Mr. Samuel Kim
Funding President,
Center for Asia Leadership



Key Takeaways Day 1: What We Learned in 2020 – How to Nurture and Support Staff Well-being and a Positive Employee Experience



Ms. Lilian Khaw
Brand "Therapist"
and Mindfulness Guide



Ms. Darshini M Nathan
Head, Culture and
Engagement,
AIA Berhad



Ms. Joan Low
Chief Executive Officer,
ThoughtFull



Mr. Jonathan Chong
Chief Risk Officer,
AmGeneral Insurance Berhad



Ms. Wong Woon Man
Group Head, Human Resources,
Allianz Malaysia Berhad

Providing a safe space for employees to speak out about their feelings or share feedback

Shift from employee experience to life experience approach

Plan or manage the physical boundaries while working at home for better work - life balance



Focus on helping employees live healthier, longer and better lives

On-going support by the employer through various mediums or platforms to share about mental well-being initiatives

Uncertainty is the worst state of mind – and the way we manage the uncertainties is crucial

KEY TAKEAWAYS DAY 1: SUSTAINING PEAK PERFORMANCE AS A LEADER BEYOND ANY CRISIS



Ms. Shalini Pavithran
Chief Executive Officer,
The Malaysian
Insurance Institute (MII)



Ms. Kavita Satwalekar
Leadership Coach,
Wellness Expert,
Mentor & Author



Ms. Gail Gibson
Master Performance Coach,
Author & Speaker

Help the team flourish with active involvement and brainstorm ideas in a safe space

Leader who embeds the growth mindset and leading by example is part of the sustainability cycle.

Expand your thinking - accept other people's ideas

Be curious not judgmental - strong desire to know or learn

Get team members involved in decision making so that they feel valued

Re-thinking the purpose of your team and be curious to close the feedback loop

Set right a tone for your team and take responsibility.

