

2021 INSURANCE LEADERSHIP FORUM

RESET. RENEWAL. HOPE. OPPORTUNITY

Organized by:



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MALAYSIAN
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Key Takeaways – Day 2

WELCOME ADDRESS



Mr. Antony Lee
Chairman,
Persatuan Insurans Am Malaysia (PIAM)

- Pivoting away from crisis management towards a focus on new opportunities
- Driving change and digital transformation
- Connection between technology and talent as an opportunity to transform our organizations
- The digital workforce - new possibilities of collaboration between man and machine
- Workers and organizations are seeking alternative working options beyond traditional employment
- Flexible and remote work environments are attractive to talents
- Focus on employee wellbeing initiatives
- Lifelong learning culture - Continuous learning for leaders
- Prioritising importance of environmental and social commitments and examining how we can better support people at work at different life stages.

Key Takeaways Day 2: Building Your Leadership Brand Online



Ms Nina Sharil Khan
Founder, PopCon,
MIA's 100 Inspirational
LinkedIn Icons 2019 & 2020

Business leader is the face of the company -
**more personal communications between
leaders and their followers**

Insights and thought leadership have become
the new commodity

Leader can humanize their organization –
approachable and relatable to people.
People follow people

Employees can be influencers

Build relationships with media, analysts & the
public

Adopt the mindset of a business influencer /
content creator

Business influencers provide authenticity,
values, consistency, insightful content and
engage!

Key Takeaways Day 2: The Race To Accelerate Employee Competencies, Sustainability & Innovation With Learning & Development



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



Mr. Lavine Hemlani
Chief Executive Officer,
Xcceleratea



Mr. Hugh Terry
Founder,
The Digital Insurer



Ms. Jenna Beh Huey Ching
Chief Executive Officer
& Co-Founder, FortNynja
Top 100 Women in Fintech 2021

To have people with growth mindset and right skills to power the organization

Lifelong learning culture for all. - Creating an environment of constant learning

Focus on upskilling incentivizes teams to move away from business as and acclimatize to new way of working

The right digital culture can **empower your talent to be at their best**; to create and collaborate, to do great work; and to grow in their roles

Motivate employee to keep learning within and beyond their work

Pandemic has not changed the business landscape, it just going faster (a lot faster)

Upgrading the digital and data skills to drive superior CX to bolster revenue objectives

Empowering workforce with deep technical skill of future

L&D is an investment and **NOT Just an EXPENSE.**

Re-focus on the employee passion and skill sets to generate new revenue models and strategies

Key Takeaways Day 2: The Virtual Future



Ms. Sharmini Ann Jacob
Executive Director,
People & Change in Advisory
KPMG in Malaysia

Remote working helps to increase employee's productivity

Most companies view remote working as the future of the workplace

Lower reliance on physical co-locations of peoples

HR has a vital role to play in shaping an agile workforce through organization and workforce transformation

Element to be considered in the adoption of virtual working: - Capacity & Capability of employees, Compliance, Connectivity and Cost

Remote work compliance is more important than ever.

Transparency – to have clear, effective and frequent communication

Upskilling / Reskilling the workforce to adapt with the new way of working

Company to invest on the right tools to optimize the digital infrastructure and transformation

Change management is crucial

Key Takeaways Day 2: How Leaders Can Lead Transformation



Ms. Julie Chong
Chief Executive Officer,
Persatuan Insurans
Am Malaysia

Too much of ideas, models, and frameworks will not help but **execution and quick win** is more important.



Mr. Rohit Nambiar
Group Chief Executive Officer,
Tune Protect Group Berhad

Passion, attitude, desire to innovate, simplicity in action among the important elements in transformation.



Mr. Roshan Thiran
Founder & Chief
Executive Officer,
Leaderonomics

Strategy and action plan important.

Transformation requires focus and great effort.

Transformation can be segregated into individual and Organizational transformation.

Organization alignment provides greater clarity around who holds the decision rights in the organization for each work activity.

Culture is a set of beliefs in your organization.

Focus on simple KPI and performance of the business.

