

THE FUTURE OF WORK REDESIGNED IN HYBRID



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13 APRIL 2022 | 9.00 AM - 1.15 PM



Learning Hours:
4 hours



Fees:
MYR 650
(fee is not inclusive of 6% SST)



CPE Points Earned:
10 CPE Points



HRD CORP REGISTERED COURSE/PROGRAMME NO: 10001158871

BEHAVIOURAL

MODERATOR



Roshan Kanesan



Alejandro Kikuchi



Prof. Dr Marhani Midin

SPEAKERS



Nursuriyani Zainol Abidin



Vaffa Chau



Raja Ahmad Muzamir

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PROGRAMME OVERVIEW

The nature of work has changed drastically brought about by the onset of the Covid-19 crisis. This marked the transformation from the traditional working office environment to remote working structures e.g. work-from-home (WFH) across the globe largely caused by social restrictions imposed by most countries.

Employees no longer had to commute to work, confined to their own space instead of exposed to the public. When the situation got better with the successful implementation of worldwide vaccination programmes, the introduction of the hybrid working model gained traction where employees were given the flexibility to work a certain amount of time from home or remotely, and in the office on alternate arrangements. Many employers are optimistic about the hybrid working model as the future of work. However, this working arrangement may not be suitable to certain employees or jobs as there is still a need for human interaction. For employers, ensuring a productive hybrid working arrangement can be a challenge. With the proper guidelines, policies and frameworks, a hybrid working arrangement could be one way of transitioning the future of work.

PROGRAMME OBJECTIVE

This programme is designed to provide insights into the important key elements, unprecedented challenges and new skills essential in promoting a productive and successful hybrid working model, taking into consideration perspectives from both the employers and employees.

ICF COMPETENCY LEVEL

- Behavioural (Organisational Leadership)
 - Stakeholder Management (Proficiency Level 3)
- Behavioural (Self-Management)
 - Adaptability (Proficiency Level 3)
- Behavioural (Self-Management)
 - Resilience (Proficiency Level 3)

LEARNING OUTCOMES

By the end of this programme, participants will be able to:

- describe the concept of the hybrid work model and the motivations behind it from both employee and employer's point of views
- explain how to unlock the potential talent and promote higher productivity with empathy
- discuss the skills and challenges essential in leading a hybrid working team with unprecedented environment
- discuss how companies could ensure the frameworks and practices embrace the human touch and elements surrounding hybrid working arrangement

METHODOLOGY

Interactive presentations, case studies discussions and Question-and-Answer (Q&A) sessions.

WHO SHOULD REGISTER?

Individuals

Dealer's representatives, dealing in derivatives representatives, fund managers, compliance officers, sales and marketing personnel, business development officers, financial planners, wealth advisors, risk management officers, auditors, settlement officers, managers, executives, front and back office personnel as well as support staff.

Institutions

Stockbroking firms, fund management companies, investment and commercial banks, Public Listed Companies (PLCs), private companies, legal firms, consultancy firms and accounting firms.

WHAT WILL YOU LEARN?

9.00 am **A Bird's Eye View on Hybrid Working Environment**

- The Concept and Value of Hybrid Work
- Why Employees Want It?
- Employer's Point of View
- A Win-Win Situation

Moderator:

Roshan Kanesan Financial Planner and Educator

Speaker:

Alejandro Kikuchi Head of Asia, Workana

10.00 am **Unlocking Potential Talent and Promoting Higher Productivity with Empathy**

- Why Empathy is important?
- Sympathy vs Empathy
- Empathy as Enabler in a Hybrid Working Environment
- Empathy as Part of Emotional Intelligence
 - Fundamentals of Emotional Intelligence
 - The 4 Competencies in Emotional Intelligence
 - Developing Emotional Resilience

Moderator:

Roshan Kanesan Financial Planner and Educator

Speaker:

Prof. Dr Marhani Midin Head, Community Psychiatry & Psychosocial Intervention Unit, Dept. of Psychiatry, UKM Consultant Psychiatrist

11.00 am Screen Break

11.15 am **Remote Leadership in Hybrid Demographic**

- Challenges in Leading Hybrid Teams
- The Need for an Empathetic Leadership
- Becoming the Best Leader in Unprecedented Work Environment
- Framework and Guidelines Surrounding Hybrid Working Environment

Moderator:

Roshan Kanesan Financial Planner and Educator

Speaker:

Nursuriyani Zainol Abidin Senior Vice President, Change Management, Corporate Strategy Division, Affin Bank Group
Vaffa Chau Deputy Vice President, FWAs and WLPs, TalentCorp

WHAT WILL YOU LEARN?

12.15 pm **Humanising Hybrid Working Environment**

- Hiring Practices in a Hybrid Arrangement
- Supervision and Monitoring in Remote Working
- Symptoms of Dysfunction in Hybrid Working - How to Prevent or Solve these?

Moderator:

Roshan Kanesan Financial Planner and Educator

Speaker:

Raja Ahmad Muzamir Director Financial Services, Legal & Human Resources, Robert Walters Malaysia

1.15 pm End of Webinar

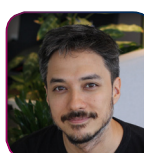
MODERATOR



Roshan Kanesan

Broadcaster turned Financial Planner, Roshan Kanesan obtained his CFP certification at the end of 2020, the culmination of a long-time interest in all things personal finance. Prior to joining Jimexu Advisory as Senior Financial Planner, he was a Producer/Presenter at BFM89.9, where he conducted interviews and discussions on a variety of subjects of interest to the business community of the Klang Valley. There, he was also able to deepen his focus into personal finance and financial planning, spending just under three years helming the station's personal finance show, Ringgit & Sense. Roshan holds a Bachelor of Business and Commerce, from Monash University Malaysia, where he majored in Finance.

SPEAKERS



Alejandro Kikuchi

Kiku has led the growth of Workana since the company launched in 2012, first throughout Latin America and then in Asia.

He's passionate about empowering teams to achieve great things without the constraints of outdated traditions.

This involves embracing remote work, a flexible style of management and advocating for the proper use of technology.

Having worked with tech companies since 2004, when he joined a small Latin American startup, Kiku is a seasoned leader with solid experience in digital marketing and high-performance sales teams.

In his personal time, Kiku enjoys cooking with his family and creating music.



Prof. Dr Marhani Midin

Prof. Dr Marhani Binti Midin has over 29 years of experience in the field of psychiatry and is currently heading the Community Psychiatry & Psychosocial Intervention Unit at Universiti Kebangsaan Malaysia (UKM). She earned her Masters of Medicine in Psychiatric from UKM in 2000 and MSc (International Mental Health) from University of Melbourne in 2005.

She was actively involved in various professional association and bodies and was part of the committee member of the Malaysian Psychiatric Association and advisor to the Mental Illness Awareness & Support Association (MIASA). She also took up a role as an advisory board member for Ministry of Health Malaysia in Promotion of Mental Health from 2013 to 2019. As a consultant psychiatrist, she has always been concerned with the mental health within the community and has dealt with many patients from all walks of life responding towards mental health in this current pandemic state.



Nursuriyani Zainol Abidin

An experienced professional with 20 years of working in various disciplines within the telecommunications, IT, and financial sectors for both multinational and local companies. Specializes in corporate strategy, transformation, communications, change management and employee engagement, Suri is currently attached with Affin Bank Berhad, leading and driving organizational change management.

Holds a Master of Science in Information Systems from University of East Anglia UK, and a Bachelor of Science degree from UiTM, she is also a certified PROSCI® Practitioner for Change Management, LUMA Design Thinking, SAFe® 4 Agilist, as well as a trained scrum master for Agile project delivery.

Her strength lies in crafting concepts and frameworks for impactful organizational change and transformation, tapping into the passion and emotion of the people.



Vaffa Chau

Vaffa has over 15 years of experience in strategic implementation of projects including corporate branding and public policy intervention programmes. As the Deputy Vice President of Malaysian Professional Talent department, Vaffa oversees the Work-Life Practices (WLPs), Flexible Work Arrangements (FWAs) and LIFE AT WORK Awards programmes.

Vaffa has supported companies of various sectors and sizes in implementing Flexible Work Arrangements (FWAs) including Work from Home, facilitating women on Career Breaks to return to workforce and driving Diversity & Inclusion practises in the workplace.

She was also part of the contingent invited by the Ministry of Women and Gender Equality of Chile to represent Malaysia at APEC Chile 2019. Vaffa co-authored a joint publication with UNDP Malaysia titled "Making Flexible Work, Work: Towards Better and More Inclusive Work-Life Practices" in 2020. More recent, the International Labour Organization (ILO) invited her to join the "Designing and Implementing Working Time Arrangements and Telework", a 5-week course designed to provide government representatives the guide to adopt policy, regulation and other measurements on flexible work arrangements (FWAs) to meet the needs of both workers and employers.



Raja Ahmad Muzamir

Raja Muzamir joined Robert Walters in February 2011 as a Consultant for the Financial Services division. After years of recruiting for top financial institutions in Malaysia in the areas of conventional and Islamic Banking, he was promoted to Director and took over the recruitment teams of Human Resources and Legal. Now in his eleventh year, Raja Muzamir is responsible for four divisions and 17 recruitment consultants in Robert Walters Malaysia.

Throughout his career in Robert Walters, he has successfully placed key senior positions such as Chief Executive Officer, Head of Islamic Banking, Chief Operating Officer, Chief Marketing Officer and HR Director. Prior to joining Robert Walters, Raja Muzamir was the Head of Retail Equity with Bursa Malaysia Berhad for two years. He also spent seven years with KPMG between 2002 to 2009 and left as the Head of Markets for KPMG Malaysia.

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