



THE MALAYSIAN
INSURANCE INSTITUTE

**PREMIER SERIES:
MII SPECIAL WORKSHOP
RE-CODING THE FUTURE INSURER**

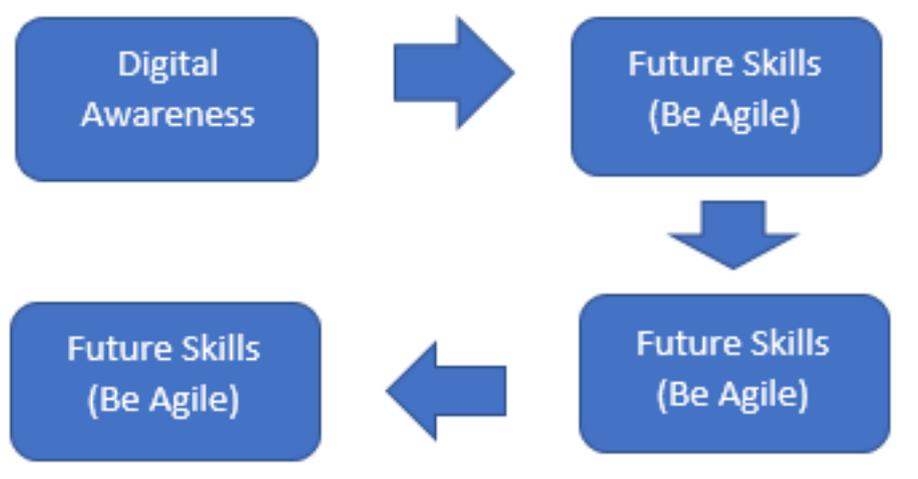
**29 - 30 July 2020 | 9.00 a.m. - 1.00 p.m.
MII LIVE AND INTERACTIVE VIRTUAL TRAINING
Online Streaming via Zoom**

About The Course

The 8 hours online virtually-facilitated workshop is aimed to elevate, grow and sustain the general and life insurance industry of Malaysia, into the future. This is done by focusing on up-skilling high potential talents of the industry within the core job clusters, as well as by equipping them with identified future skills to thrive in the Industrial Revolution 4.0 and beyond. The core job clusters are underwriting, claims and business development/distribution channel functions.

The workshop will also explore and equip participants with key digital awareness and behaviours needed to thrive in a digital transformation for the insurance industry. The end in mind is that the future leaders / high potential talents of the industry will be the champions for their respective company's digital transformation and sustainability.

The 8-hour journey encompasses the following:



Learning Outcomes

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

- Embrace the urgency in changing their mindset to embrace digital transformation in the Industrial Revolution 4.0 world
- Differentiate between digitization and digitalization
- Be exposed to digital/technology enablers that accelerates efficiency and effectiveness in their core areas of responsibilities
- Identify and learn core future skills and competencies to stay relevant

Target Audience

High potential senior executive and junior manager talents currently working in underwriting, claims and business development/distribution channel.

Workshop Outline

Session 1 – 29 July 2020 @ 9.00 a.m. – 1.00 p.m.

Time	Phase	Outline of Content	Outline of Methodology / Speaker
9.00 a.m.	Creating the Sense of Urgency	<ul style="list-style-type: none"> Objective of the workshop Creating the buy-in The disruptions now and ahead 	Zohrab <ul style="list-style-type: none"> Ice-breaking activity
9.10 a.m.	Digital Awareness	<ul style="list-style-type: none"> Digitization vs Digitalization Digital Tools & Technologies AI and Machine Learning Robotic Processing Automation Implications & Opportunities –efficiency and effectiveness 	Mukesh <ul style="list-style-type: none"> Facilitated learning engagements
10.00 a.m. Morning Break			
10.10 a.m.	Future Skill 1	<ul style="list-style-type: none"> Agile mindset & execution Self-awareness Result Agility Mental Agility Change Agility Learning Agility Debrief 	Andrew <ul style="list-style-type: none"> Digital business simulation activity
12.45 p.m.	Wrapping Up	<ul style="list-style-type: none"> Reflection and sharing of key learning Expectations for Session 2 Close 	Zohrab <ul style="list-style-type: none"> Individual sharing

Session 2 – 30 July 2020 @ 9.00 a.m. – 1.00 p.m.

Time	Phase	Outline of Content	Outline of Methodology / Speaker
9.00 a.m.	Learning Recap	<ul style="list-style-type: none"> Quick recap of Session 1 Expectations for the day 	Zohrab <ul style="list-style-type: none"> Individual reflection and sharing
9.20 a.m.	IR4.0 and beyond	<ul style="list-style-type: none"> IR4.0 Explained 	Zohrab <ul style="list-style-type: none"> Presentation
9.30 a.m.	Future Skill 2	<ul style="list-style-type: none"> Introduction to Design Thinking Concept & Key Phases Application Skills building 	Michelle <ul style="list-style-type: none"> Facilitator led Experiential activities
10.00 a.m. Morning Break			
10.30 a.m.	Future Skill 2 (continued)	<ul style="list-style-type: none"> A core enabling skill to stay relevant 5 steps model in action Bringing alive the customer first / focused objective Debrief 	<ul style="list-style-type: none"> Facilitator led Experiential activities
12.40 p.m.	Way Forward	<ul style="list-style-type: none"> Key learning take-away Digital & Growth Mindset Shine the way Evaluation Close 	Zohrab <ul style="list-style-type: none"> Individual reflection and sharing Motivation rally call

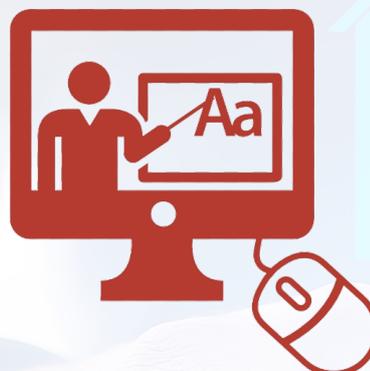
Training Schedule

MII LIVE & INTERACTIVE VIRTUAL TRAINING
- Online Streaming via Zoom

2 SESSIONS OF 4 HOURS

29 - 30 July 2020

9.00 a.m. - 1.00 p.m.



Facilitator's Profile



ZOHRAB A.S CHONG
B.Ec, LL.B (Monash), AMII
HRDF Certified Trainer

Zohrab has more than 21 successful years of financial institutional industry experience, specifically in the Malaysian general insurance industry. His early professional career includes being a practicing lawyer, an economic trade officer with the South African High Commission and an international business development manager, before joining the financial industry.

He began his financial industry journey in insurance as a loss adjuster before moving onto claims, business excellence, performance management, coaching, organisation development, learning & development and talent management. His progression from an individual contributor to manager of managers, coupled with strong operational exposure and hands-on experiences in the diverse process and major insurance classes, have enabled him to understand and speak the business language when facilitating in-house as well as external learning programmes for both technical and soft skills-related, locally and across the region, namely in Indonesia, Hong Kong and Singapore. He achieved success in all the roles undertaken and demonstrated agility throughout his career.

He served and contributed the above starting in 1998 with GAB Robins (M) Sdn Bhd, Aviva Insurance (M) Bhd, MSIG Insurance (M) Bhd, AXA General Insurance Bhd, Maybank Berhad and up to Zurich General & Takaful Insurance Malaysia Bhd as the Head of Technical and People Development (Claims Department) in 2019.

Zohrab is an energetic and engaging facilitator who delivers various technical and soft skills-related programmes including digital transformation related programmes. Apart from facilitation, he is also a speaker, panelist and moderator in local and international conferences.

His passion is to enable business transformation to happen through people development.

Trainer's Profile



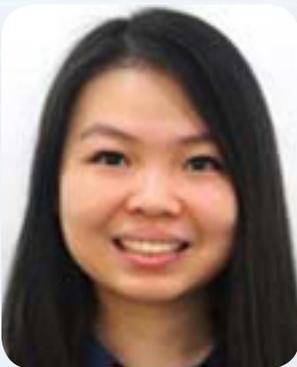
ANDREW LAU
CEO and Founder of Think Codex

Andrew Lau is the CEO and founder of Think Codex – a multiple award-winning Gamification Organization. He is also the Vice-Chair of the International Gamification Confederation (GamFed) – which is a global community of gamification experts, academia, professionals and practitioners headquartered in Europe.

He holds the following:

1. Honours degree in Computer Science from UPM
2. High Performance Leadership alumni from IMD Business School (Global Rank No. 1)
3. Certified Business Analyst from George Washington University (Global Rank No.9)
4. Certification of Design Thinking from IDEO (Top Design Thinking Consultancy from US)
5. Certified Lego Serious Play Facilitator
6. Recipient of 4 Special Recognition Awards from Shell

Andrew carries with him 4 key experiences: Thought Leadership, Global Project Management Experience, Marketing & Sales Experience as well as Entrepreneurship & Partnership.



MICHELLE LIM
Creative Advisor,
Design Thinking & People Development, JCE Japan Creative Enterprise

A service-minded professional in the FMCG industry, Michelle has worked on various projects with clients from major international brands to introduce new products and services and adapt it to the local needs. A hands-on Sales Trainer by profession, she moved from the FMCG industry in Malaysia to provide support in the Education and Service industry in Japan.

As a Creative trained in business, she has a keen eye on picking up unique ideas and connecting the dots between logic and design. Her roles included facilitating discussions and meetings, doing graphic facilitations, conducting workshops on Design Thinking, teaching and lecturing, as well as doing Cross-Cultural Exchange trainings to ease people into working on an International level. Her passion in Design, Creativity and People Development has helped her to gain trust in her clients, and in turn has helped increased peoples' creative confidence in pursuing innovation and self-development.

Michelle holds an MBA from the GLOBIS University of Graduate Studies, Tokyo as well as a Bachelors of Art in Mass Communication in Malaysia. She currently resides in Tokyo.

Trainer's Profile



MUKESH PILANIA
CEO- Yantrik (Yan3k.com)

Mukesh is a seasoned insurance professional with more than 17 years of insurance experience in Asian markets.

He has worked across many complex and interesting topics ranging from starting a new insurance company from scratch, merger and integration of big

insurance companies to developing successful digital distribution business and transforming customer experience and insurance processes by automation using new age technology of robotics and artificial intelligence.

Mukesh is currently leading Yantrik (yan3k.com) in Insurtech world, working towards insurance industry disruption by enabling digitization & automation solutions based on AI.

Before Yantrik, he was leading customer experience for AXA as Asia Regional Head based in Hong Kong. Mukesh was responsible to transform & manage end to end customer experience for AXA Asia entities across 8 countries. Prior to the Regional CX Role, he was Asia Regional Head of Operational Excellence.

Mukesh started his career in insurance sales and over the years have worked in various management roles in Life, GI & Health insurance with LIC, Tokio Marine & AXA.

He is an MBA professional and a sports enthusiast (loves football and cricket).

He is an avid learner & has many technical qualifications ranging from project management (Prince 2), Advanced Search Engine marketing to FIII & ACII (CII, London).

