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# TALENZ

## Talenz

NEWSLETTER PUBLISHED BY THE YOUNG MANAGERS THINK TANK FOR  
THE YOUNG MANAGERS IN THE GENERAL INSURANCE INDUSTRY

### Note from the Editorial team:

Thank you for your generous support and encouragement in keeping the newsletter, Talenz going. There is now an increased level of awareness on the criticality of talent management in the industry as evident from the numerous dialogue platforms that have been organized since the beginning of the year. The YMTT is now 3 years old – welcoming new members serving in their capacity to represent the industry since. Our quest remains in that we wish to create more awareness of the importance of talent management and in attracting new talents to our industry.  
Happy reading!

## Helping you achieve your goals

Breakfast talk by  
Jason Lo on 13 Nov  
2011

The 1<sup>st</sup> Breakfast Talk series with the theme “Talents Know No Limits” was organized to motivate the young managers of the industry. Mr. Jason Lo, CEO of Tune Talk shared his experience (both good and bad) and success in setting up business and projects from ground up by leading small teams of young dedicated personnel.

This session was attended by more



than 40 young managers of the general insurance industry.

The feedback received from the participants was that it is inspiring and insightful as to what it takes to make it to the top! They also enjoyed the networking opportunities....



### YMTT Members: 2012/2013

- Cheang Wai Ping (ACE Jerneh)
- Ford Low (Pacific Insurance)
- Low Siaw Tze (Lonpac Insurance)
- Riza Khan (Etiga)
- Wong Keat Yeap (Zurich)
- Ng Chee Hong (Progressive Insurance)
- Nadiah Hendrawati (Uni.Asia)
- Zohrab Chong (MSIG) – Group Leader



# FOOD FOR THE MIND

## “Managing Energy is the Key to Sustaining High Performance”

*“To be fully engaged in our lives, we must be physically energized, emotionally connected, mentally focused, and spiritually aligned with a purpose beyond our immediate self-interest.”*

– Jim Loehr and Tony Schwartz, *The Power of Full Engagement* (2003)

**The skillful management of energy—both individually and organizationally—makes sustaining peak performance possible.** According to authors Jim Loehr and Tony Schwartz in their book, *The Power of Full Engagement* (2003), we need to rethink much of what we’ve believed about organizing our lives. We need to learn two new rules:

1. Energy is the fundamental currency of high performance.
2. Performance, health, and happiness are grounded in the skillful management of energy.

## The 4 Principles of Energy Management

The same principles can be applied to corporate executives. Here are the basic concepts, from Loehr and Schwartz:

1. Energy has four dimensions: physical, mental, emotional, and spiritual. It is necessary to draw energy from each domain and to manage it in all four.
2. Energy is best managed when there is oscillation between stress and recovery. Stress in this case is meant in a positive sense. Stress is what makes us stretch ourselves and use our talents and skills; however, it must be balanced with recovery and rest, and most of us don’t know how to do this.
3. Pushing beyond our usual limits builds our strengths. Building mental, emotional, and spiritual capacities is similar to physical training to improve our strength or cardiovascular abilities. We must push in order to grow.
4. Creating specific positive energy replenishing rituals sustains and expands our energy. This is the key to recuperating and making our energy reserves fully available to us.

## Creating More Physical Energy

**Executives can perform successfully even if they smoke, drink, and weigh too much.** Much of their work is sedentary, yet they may excel without having any regular exercise routine. Obviously many do live and work this way, but they cannot perform to their full potential or without a cost over time to themselves, their families, and the corporations for which they work. It can be compared to trying to get peak performance out of a computer whose hardware and software is several years outdated. High mental, emotional, and spiritual energy requires that the body be in good physical condition.

**Most approaches to high performance in executives and leaders deal with cognitive or emotional competencies.** Some theorists have addressed the spiritual dimension as well, how deeper values and a sense of purpose influence performance. Surprisingly, almost no one has paid any attention to the role played by physical capacities. An integrated theory of performance management addresses the body, mind, emotions, and spirit, considering the person as a whole.

**The body is our fundamental source of energy, and anyone concerned about high levels of performance under intense pressures must be concerned with the physical domain.** Sports science is clear about the body’s need for both stress and recovery. For any muscle to grow stronger it must be stressed and then given time to heal. Repeated demands combined with recovery result in increased strength. Conversely, failure to stress the muscle results in weakness and atrophy. These same principles are true in all four domains of energy sources: physical, mental, emotional, and spiritual. Growth occurs when there is demand, stress, and recovery.

**Even if you are at a desk most of the day, you need physical energy.** It begins with attention to breathing, a healthy diet, good sleeping habits, plenty of water, daily physical exercise, and recovery breaks every 90 to 120 minutes.

**Although this may sound like hackneyed common sense everyone already knows, the evidence is clear: those executives who build into their daily and weekly routines exercise, healthy eating, good sleeping, and energy recovery breaks have more energy and are able to sustain performance under intense pressures.**

## Creating More Mental Energy

**Physical and emotional energy helps mental functioning.** There is a correlation between productivity and positive thinking that generates mental energy. The most successful sales people have an optimistic explanatory style.

**Thinking takes time, yet most jobs don't build in time for rest, workout breaks, and thinking.** They should do this. In fact, one of the most productive ways to think is during exercise, breaks, walks, jogs, a simple game, or just daydreaming. Build downtime into your day and allow your employees to do the same.

**Other ways of creating more mental energy include varying activities so that different parts of the brain are used.** Mental preparation, visualization, meditation, introspection, and reflection are all pathways to creativity and innovation. Taking time to connect with your organization's mission, your personal purpose in life, and your true values are all ways of accessing your drive, passion, and energy.

## Creating More Emotional Energy

**Emotional energy expresses itself in self-confidence, self-discipline, sociability, and empathy.** It's possible to build positive emotions just as one would build muscles and physical strength. Professional athletes know how important it is to manage negative feelings during crucial points. Frustration, anger, or fear are toxic and can bring performance down. Executives who want to be able to perform well under stress must learn to "keep their eye on the ball" and manage negativity. The studies from the Hay-McBer Group have shown that leaders communicate their moods to their work groups in ways that directly affect the corporate bottom line.

**Too few people recognize or try to create feelings of pleasure and joy, especially during grueling negotiations and intense business meetings.** Research has shown, however, that humor and good feelings are contagious and can actually increase the chances of success in business relationships. Friendships are critical at work and affect job performance. Time taken for relationship building is crucial.

## Creating More Spiritual Energy

**Spiritual energy, in the sense meant here, has to do with your personal connection to your true values and deep sense of purpose.** It depends on taking care of yourself and others with profound respect. It means honoring your values, paying attention to your gut instincts, and doing the right things. It is an amazing source of passion, fortitude, and commitment.

Those people who connect with a purpose greater than their own personal interests demonstrate the most passion and energy. Spiritual energy also depends on developing past your limits and requires rest, recovery, and renewal.



## The Power of Positive Rituals



**Some busy executives who have built breaks into their already overburdened schedules have been astonished at how they have expanded their capacities in all four domains of energy.** These breaks can include deep breathing for a few seconds, doing a quick meditation, rereading a vision or mission statement, calling a loved one, running up and down stairs, taking a quick tour around colleagues' cubicles for friendly chats, doing a few sit-ups or stretches, eating a healthy snack, or walking around the block. It doesn't matter what one decides to do, but it is crucial to be specific about the time and activity. The idea is to reconnect with purpose and recuperate energy reserves.

## Young Managers Forum 2012

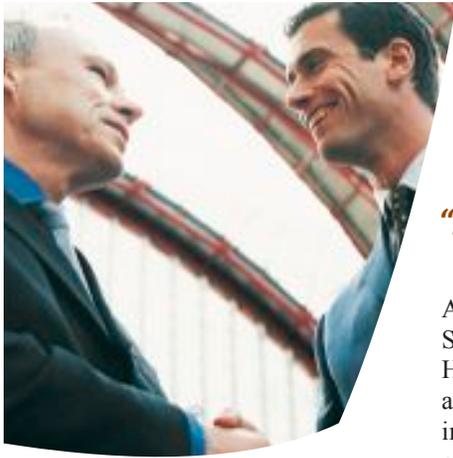
22 Feb 2012 @ Prince Hotel, Kuala Lumpur

Our 2<sup>nd</sup> YM Forum was successfully organized to a larger crowd of 80. We have representatives from 70% of the entire general insurance industry. Those who attended benefitted from the following session:

- Drawing out your aspiration - the participants had a cheerful time drawing and sharing their master pieces along the display areas.
- Psychology of Peak Performers by Dr. Goh Chee Leong, known psychologist from HELP University. He shared with the participants on the key 8 aspects we all need to develop and improve upon to sustain the peak performance.
- Brainstorming session and presentation on 2 key topics i.e. "How do you prepare/ equip yourself for your stepping up journey/goal in your career; and How do you see support coming from your company/ industry to realize your goals?"
- Call for Action - welcoming volunteers from the industry to contribute an area of service
- Networking high tea



**SEE YOU @ YM FORUM 2013 !**



## Breakfast Talk 27 November 2012

**“Success - Inspiration or Perspiration?”**

A young successful entrepreneur, Mr. Christopher Tock of SocialGrooves.com will meet and share his experience. He is the founder of this social media consultancy that aims to generate business through creating trends via influencers and online-to-onground action. He is also a co-owner of Empowering Youth Endeavors (EYE) Project Management Sdn Bhd. Get yourself registered through your coordinating department in your company for this exciting session! See you there!

**THIS IS THE 2ND MORNING BREAKFAST TALK IS BEING ORGANIZED BY THE YOUNG MANAGERS THINK TANK FOR ALL THE YOUNG MANAGERS IN THE GENERAL INSURANCE INDUSTRY.**



**TURNING BUSINESS TRENDY**

Check with your HR/Learning/ Training Department for further details on nomination for participation.  
**CLOSING DATE FOR PARTICIPATION IS 14 NOV 2012**

**COMING SOON:  
Young Managers Forum 2013**



Remember the wonderful learning and sharing experienced by those who participated in both our 1<sup>st</sup> and 2<sup>nd</sup> Young Managers Forum?

From the positive response, feedback and endorsement, the 3<sup>rd</sup> Young Managers Forum is going to be organised on **27 March 2013**.

Look out for more publicity/ information in the months to come!

Hope to see you there!

### Young Managers as Ambassadors @ IBBM Career Fair 20 Oct 2012

Members of the YMTT, together with other volunteer young managers of the general insurance industry participated as the industry ambassadors in assisting PIAM to mend their exhibition booth at the IBBM Career Fair which took place at KL Convention Centre on Saturday, 20 Oct 2012.

They attended to inquiries in relation to career opportunities in the insurance industry as well as to obtain their interest for further contacting by member companies for potential recruitment. The total crowd at the Fair exceeded 1,000 with as many as 200 job seekers visited the PIAM's booth to have a chat with our ambassadors.



#### BE HEARD!

Share your thoughts/ feedback on the newsletter, or to provide any suggestions etc to [talenz@piam.org.my](mailto:talenz@piam.org.my)