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# Welcoming Presentation THE UNSPOKEN TRUTH: ADDRESSING KEY PEOPLE RISKS THROUGH IMPACTFUL COMMUNICATION SKILLS

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### MHAT ARE KEY PEOPLE RI ATTHE WORKPLACE TODAY?

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## 3 KEY PILLARS OF PEOPLE RISKS

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Technological Change & Disruptions

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## 3 KEY PILLARS OF PEOPLE RISKS

Technological Change & Disruptions

Talent, Leadership & Workforce Practices



## 3 KEY PILLARS OF PEOPLE RISKS

Technological Change & Disruptions

Talent, Leadership & Workforce Practices

Health, Wellbeing & Safety



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## T SOLUTIONS ARE OFTEN



## COMMON SOLUTIONS

Mercer People Risk Report 2024

Technological Change &

Talent, Leadership &

Health, Wellbeing &



upskill or reskill







## COMMON SOLUTIONS

Mercer People Risk Report 2024

Technological Change & Disruptions

Talent, Leadership & Workforce Practices

Health, Wellbeing &



Provide more technical training, together with upskill or reskill opportunities.



Conduct employee improve salary • 





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Mercer People Risk Report 2024

Technological Change & Disruptions

Talent, Leadership & Workforce Practices

Health, Wellbeing & Safety



Provide more technical training, together with upskill or reskill opportunities.



Conduct employee engagement initiatives and improve salary and/or benefits • 



Enhance employee inclusion initiatives and mental health coverage.





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Mercer People Risk Report 2024

Technological Change & Disruptions

Talent, Leadership & Workforce Practices

Health, Wellbeing & Safety



Provide more technical training, together with upskill or reskill opportunities.



Conduct employee engagement initiatives and improve salary and/or benefits package.



Enhance employee inclusion initiatives and mental health coverage.



Improve diversity in team and management composition.

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## SE ARE GREAT SOLUTIONS! IT... THERE'S MORE TO IT THAN



## HEREALITY

## Technological Change & Disruptions

Talent, Leadership & Workforce Practices

Health, Wellbeing & Safety

Provide more technical training, Conduct employee engagement initiatives and improve salary

Enhance employee inclusion initiatives and mental health









## P 2 A 2 C 4

### THE REALITY IS ...

## Technological Change & Disruptions

Talent, Leadership & Workforce Practices

Health, Wellbeing & Safety

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PwC Workforce Hopes & Fears
Survey 2024:

59% believe there is too much change happening at once, and 50% doesn't understand why anything needs to change.



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<u>Mercer People Risk Report 2024:</u>

46% of employees said they would give up a 10% pay increase for more well-being benefits.



## HAYS Asia Salary Guide 2024

#### CHINA

#### 2023

- Salary package was too low
- 2 Better benefits (healthcare, insurance, allowances)
- 3 Lack of career progression

#### 2024

- 1 Lack of career progression
- 2 Seeking new challenges
- 3 Salary package was too low

#### **HONG KONG SAR**

#### 2023

- Salary package was too low
- 2 Better benefits (healthcare, insurance, allowances)
- 3 Seeking new challenges

#### 2024

- 1 Lack of career progression
- 2 Seeking new challenges
- 3 Salary package was too low

#### **MALAYSIA**

#### 2023

#### 2024

- 1 Salary package was too low
- 2 Better benefits (healthcare, insurance, allowances)
- 3 Seeking new challenges

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#### SINGAPORE

#### 2023

- 1 Salary package was too low
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- 3 Seeking new challenges

#### 2024

- 1 Lack of career progression
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Unhappiness at work can be mitigated when leaders communicate with clarity and empathy.

The impact and effectiveness of any strategy or initiative can be maximised if coupled with strong communication plan.



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Unhappiness at work can be mitigated when leaders communicate with clarity and empathy.

The impact and effectiveness of any strategy or initiative can be maximised if coupled with strong communication plan.

Most leaders and people managers do not have the skills to create a positive leadership environment when they communicate.



## WHY ARE COMMUNICATION SKILLS SO IMPORTANT?

P 2 A 0 C 2 C 4

Empathy & Emotional Intelligence

Teamwork & People Management

Pitching & Messaging

Confidence & Leadership



Communication Skills

Critical & Creative Thinking

Problem Solving & Crisis Management

Persuasion & Negotiation

ne MIDP Soft Skills Pedagogy

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## TOP COMMUNICATION TIPS!

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How to create positive leadership environment?

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## TOP COMMUNICATION TIPS!

How to create positive leadership environment?

Show Interest & Give Recognition

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## TOP COMMUNICATION TIPS!

How to create positive leadership environment?

Show Interest & Give Recognition

Ask Clarifying Questions

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## TOP COMMUNICATION TIPS!

How to create positive leadership environment?

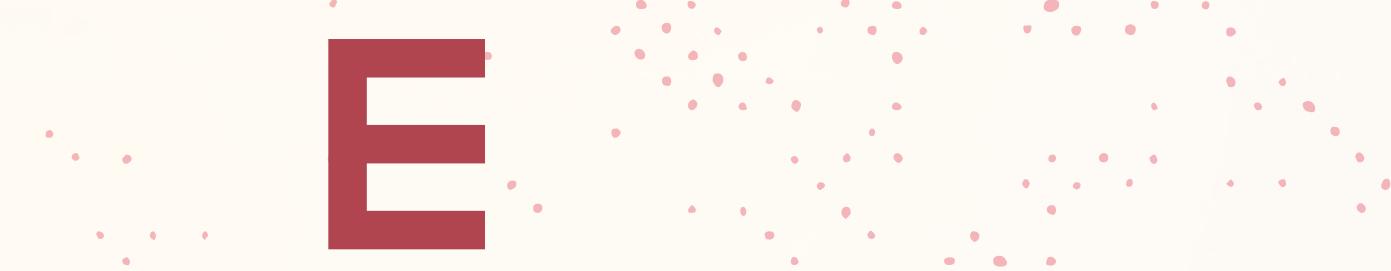
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Focus & Provide Direction





## TOP COMMUNICATION TIPS!

How to create positive leadership environment?

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Show Interest & Give Recognition

Ask Clarifying Questions

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Focus & Provide Direction

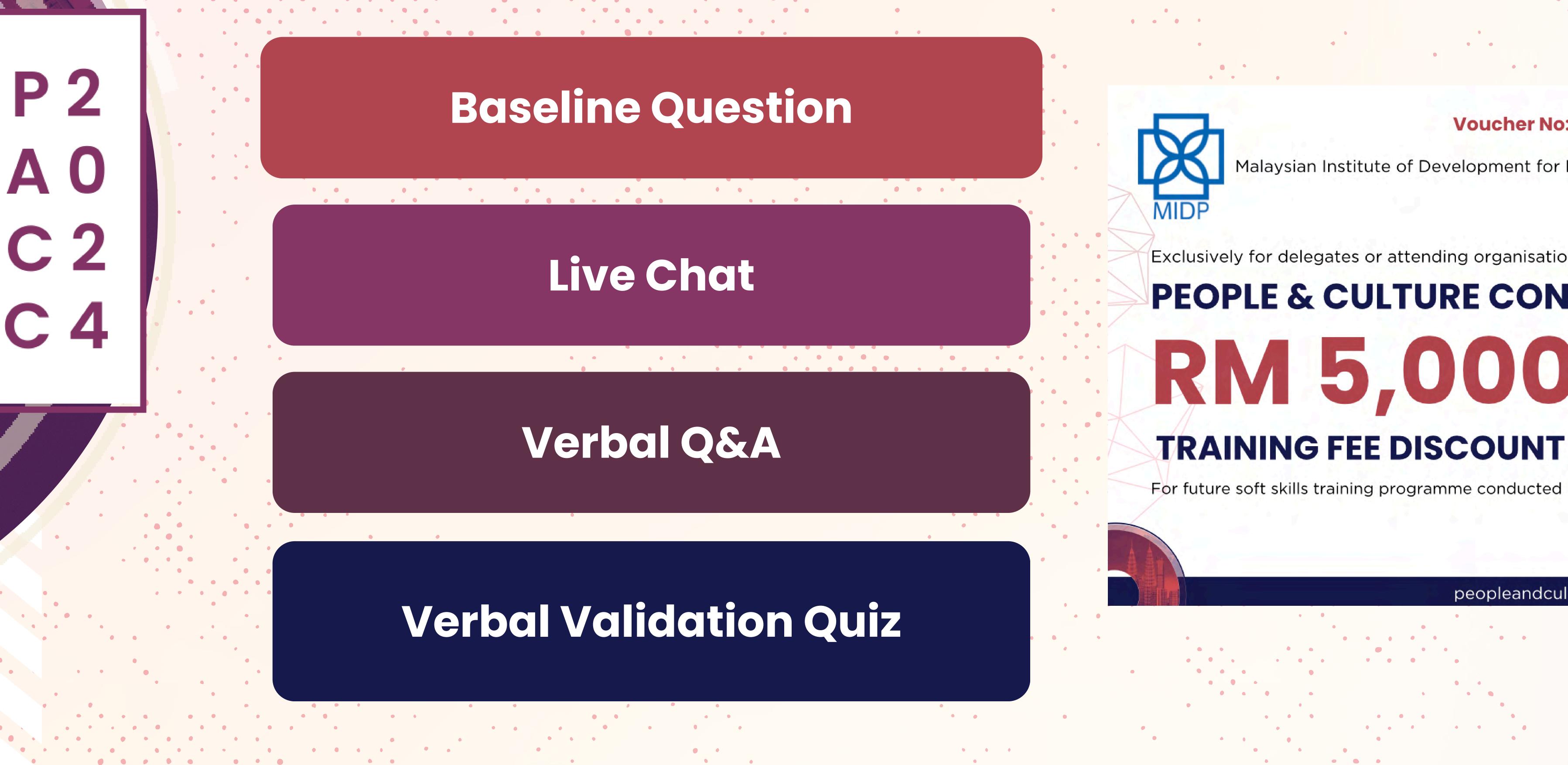
Express Confidence & Assurance



## BEFORE I LEAVE.

Ask questions, share insights and interact as much as possible!

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