

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

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CEO, MIDP &  
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Supporting Partners:





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# WHAT ARE KEY PEOPLE RISKS AT THE WORKPLACE TODAY?



# 3 KEY PILLARS OF PEOPLE RISKS

Mercer People Risk Report 2024

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Technological Change &  
Disruptions



# 3 KEY PILLARS OF PEOPLE RISKS

Mercer People Risk Report 2024

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Technological Change &  
Disruptions

Talent, Leadership &  
Workforce Practices



# 3 KEY PILLARS OF PEOPLE RISKS

Mercer People Risk Report 2024

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Technological Change &  
Disruptions

Talent, Leadership &  
Workforce Practices

Health, Wellbeing &  
Safety



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# WHAT SOLUTIONS ARE OFTEN RECOMMENDED?



# COMMON SOLUTIONS

Mercer People Risk Report 2024

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Technological Change &  
Disruptions

Talent, Leadership &  
Workforce Practices

Health, Wellbeing &  
Safety



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





# COMMON SOLUTIONS

Mercer People Risk Report 2024

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Technological Change &  
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Provide more  
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Talent, Leadership &  
Workforce Practices



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

Health, Wellbeing &  
Safety





# COMMON SOLUTIONS

Mercer People Risk Report 2024

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**Technological Change &  
Disruptions**



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

**Talent, Leadership &  
Workforce Practices**



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

**Health, Wellbeing &  
Safety**



Enhance employee inclusion initiatives and mental health coverage.



# COMMON SOLUTIONS

Mercer People Risk Report 2024

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

Talent, Leadership &  
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Conduct employee engagement initiatives and improve salary and/or benefits package.

Health, Wellbeing &  
Safety



Enhance employee inclusion initiatives and mental health coverage.



Improve diversity in team and management composition.



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**THESE ARE GREAT SOLUTIONS!  
BUT... THERE'S MORE TO IT THAN  
MEETS THE EYE!**



# THE REALITY IS...

## Technological Change & Disruptions

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



## Talent, Leadership & Workforce Practices

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



## Health, Wellbeing & Safety

Enhance employee inclusion initiatives and mental health coverage.



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



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## Talent, Leadership & Workforce Practices

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



**PwC Workforce Hopes & Fears Survey 2024:**  
**Employees rank financial reward (77%), fulfilment (69%), and flexibility (64%) their top job priorities.**

## Health, Wellbeing & Safety

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**PwC Workforce Hopes & Fears Survey 2024:**  
**Employees rank financial reward (77%), fulfilment (69%), and flexibility (64%) their top job priorities.**

**Mercer People Risk Report 2024:**  
**46% of employees said they would give up a 10% pay increase for more well-being benefits.**

## Health, Wellbeing & Safety

Enhance employee inclusion initiatives and mental health coverage.



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# HAYS Asia Salary Guide 2024

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## CHINA

### 2023

- 1 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

## MALAYSIA

### 2023

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

### 2024

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

## HONG KONG SAR

### 2023

- 1 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

## SINGAPORE

### 2023

- 1 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



# THE UNSPOKEN TRUTH:

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# THE UNSPOKEN TRUTH:

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



# THE UNSPOKEN TRUTH:

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**Unhappiness at work  
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**The impact and  
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**Unhappiness at work  
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**The impact and  
effectiveness of any  
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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?

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# TOP COMMUNICATION TIPS!

How to create positive leadership environment?

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# TOP COMMUNICATION TIPS!

How to create positive leadership environment?

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A 0  
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C 4

S

Show Interest & Give Recognition

A

F

E



# TOP COMMUNICATION TIPS!

How to create positive leadership environment?

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S

Show Interest & Give Recognition

A

Ask Clarifying Questions

F

E



# TOP COMMUNICATION TIPS!

How to create positive leadership environment?

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S

Show Interest & Give Recognition

A

Ask Clarifying Questions

F

Focus & Provide Direction

E



# TOP COMMUNICATION TIPS!

How to create positive leadership environment?

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S

Show Interest & Give Recognition

A

Ask Clarifying Questions

F

Focus & Provide Direction

=

Express Confidence & Assurance



# BEFORE I LEAVE...

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

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Baseline Question

Live Chat

Verbal Q&A

Verbal Validation Quiz



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- Valid for any new or returning clients, but limited to workshop queries received after 7 August 2024.
- Only one coupon redeemable per training session.
- Disbursements to be waived for training within the Klang Valley only.
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**HAVE A GREAT  
CONFERENCE!**