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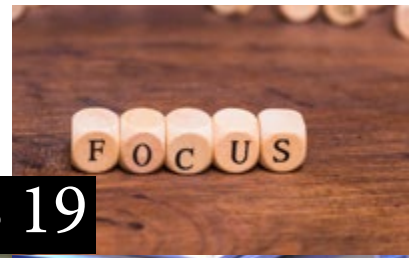
ARE YOU READY
WITH THE LOW-TOUCH
ECONOMY BUSINESS PARADIGM?



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HAPPENINGS

January

In January, Humanology conducted New Paradigm and Breakthrough Leadership: Leading the Industry 4.0 Way Training. Besides, Humanology made a courtesy visit with MATRADE, PERHEBAT and Institut Penyelidikan Pembangunan Belia Malaysia. In addition, Humanology was collaboration between POSCODE and Department of Fisheries, Malaysia.



February

In February, made a courtesy visit with Perhilitan, Jabatan Standards Malaysia, Jabatan Kebajikan Malaysia, In addition, Humanology conducted The Industry 4.0 : The Way Forward on 12 - 13 february 2020. Humanology also conducted Boosting Work Productivity for POS Malaysia. An additional, Humanology was invited to attend Forum on Discovering ISO 26000 for Sustainable Development Goals (SDG) on 13th February 2020. Humanology was also invited to give talks about Engagement with Hr Managers 2020 at Dewan Permata, Pusat Latihan AADK, Sungai Petani, Kedah.

Moreover, Humanology made a courtesy visit to Institut Sukan Negara and ILKAP. In addition,

Humanology conducted Pricing Challenges? No! It is the pricing Strategy that Works! on 26 - 27 february 2020.



March

In March, Humanology made a courtesy visit to Jabatan Perhutanan Semenanjung Malaysia and to Kementerian Komunikasi dan Multimedia Malaysia. In addition, Humanology also made a courtesy visit to Velesto Energy Berhad. Other than that, Humanology conducted Leading in the Humane Way: Showing Compassion while Being Productive on 11 - 12 march 2020. Humanology also conducted a special Interview with Perkeso.



Are you Ready with the Low-Touch Economy Business Paradigm?

by

Datuk Dr Leow Chee Seng,

Advisor of Humanology,

Vice President,

Consultants and Business Management Research Association

The terminology Coronavirus disease 2019 (COVID-19) is no longer a new term for you. It is an infectious disease. It was first identified in December 2019 in Wuhan, the capital of Hubei province and has spread globally now. As of 15th April 2020, more than 1.98million cases have been reported across 210 countries resulting in over 126,000 deaths.

The city of Wuhan was in a lockdown for 77 days and reopened after a brutal Coronavirus lockdown on 8th April 2020. However, many counties such as the United States (March, 30), United Kingdom (March, 23), Paris (March, 28), Ghana (April, 5), Kenya (March, 25), Cambodia (March, 31), Singapore (April, 7) and Malaysia (March, 17) are under lockdown, social distancing, movement control order, circuit breaker, etc. The impact and the implication of lockdown or movement control order have given a significant impact on global economics, social-economic, consumer behaviour, industry dynamics, regulation, geopolitics and technology.

The Department of Statistics Malaysia researched the impact of COVID-19 on the economic and individual. There were 168,182 respondents involved in the study. From this research, there was a total of 19,677 (11.7%) who are self-employed. From the self-employed segment, 9170 (46.6%) cannot continue their business activities during movement control order, and 10,507 (53.4%) can continue working. From the segment who can keep their business activities, 9960 (94.8%) encountered income reduction and 3730 (35.5%) of the respondent had 90% of income reduction. This report has reported two significant changes in consumer behaviour after Post COVID-19. Firstly, consumers might have stopped or reduced outdoor activities, including gathering, eating out and entertainment. Secondly, purchase behaviour through supermarket and shops are going to be reduced.

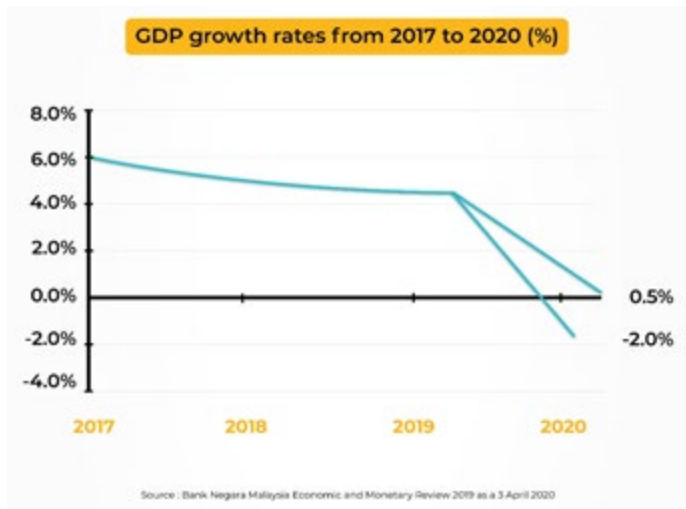


Figure 1: The Bank Negara Malaysia predicts that the GDP would be around -2.9% and with different government initiatives, IMF reported that Malaysia's GDP to grow 9% in 2021 (Edge, 15th of April 2020).

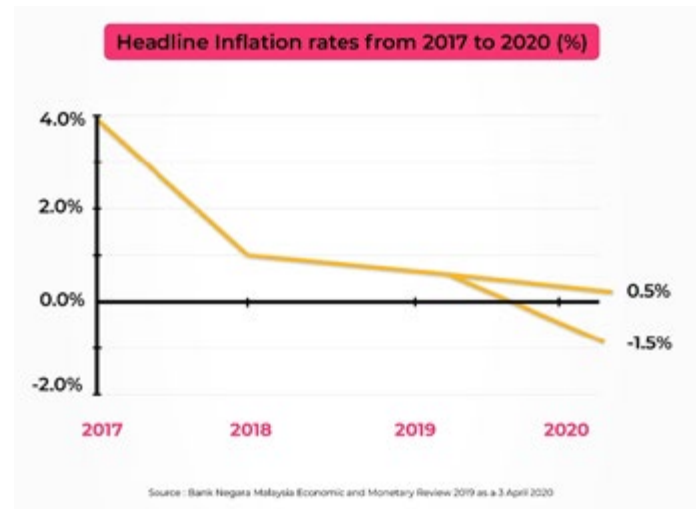


Figure 2: Bank Negara Malaysia reported that Malaysia undergoes the same hit deflation that was from June to November 2009.

The Malaysian Institute of Economic Research (MIER) presented an economic forecast for 2020 on 29th of July 2019, projecting the growth for the year

to be around 4.7%. On the 23rd of March 2020, a new report was presented. From the report, real GDP contracted by 6.9% relative to baseline. The projected real GDP growth is – 2.9%, the value of real GDP losses reached RM 102 billion. In the report, MIER projected a total of 2.4 million jobs losses that involved 1.6 million unskilled labour and 780,000 skilled labours. A total of RM95 billion household income loss that contribute to private consumption fell by 11% due to income losses, and overall consumer prices fell by 4.4%. All these are caused by the impact of the COVID-19.

From the findings of the Department of Statistics Malaysia and The Malaysian Institute of Economic Research, we can foresee a sharp and unprecedented drop in demand which would have ripple effects deep in the value chain. For instance, when the income of the people reduced, the restaurant visits would drop close to zero. As an immediate result, less food consumption. The food and beverage suppliers would be under pressure, and the impact can go down to the farmers, fishermen loss of revenue. Some of these companies might even go bankrupt, leading to more unemployment, leading to less demand in the market. This is a vicious cycle of a recession and the impact could be reduced by massive fiscal or monetary stimulus.

From the economic stress, Bank Negara predicts that the financial system will remain resilient under adverse economic scenarios, with capital buffers still sufficient to absorb potential losses. Bank Negara Malaysia has presented that GDP growth in 2020 that will be supported by stimulus packages, the public projects and the expenditure from the public sector.

Policy Intervention

On 27th of February 2020, the Malaysia government announced on the Economic Stimulus Package to “cushion” the resulting impact from the COVID-19 outbreak, as well as “reinvigorate” the Malaysian economic growth. A total of RM 20 billion is allocated for the total economic stimulus.



On the 18th of March 2020, the government announced the PRIHATIN Economic Stimulus to inject an additional of RM 230 billion into the economy. In other words, the government has injected a total of RM 250 billion to stimulate the economic growth with the objectives to protect the rakyat, to support business and to strengthen the economy. Bank Negara Malaysia has represented that this package is estimated to add 2.8% to the GDP in 2020.

On the 6th of April 2020, the government had allocated a total of RM 10 billion to support the businesses further, especially among SMEs that contribute to about 40% of Malaysia's GDP. The RM 10 billion is allocated with 7.9 billion to enhance the wage subsidy program to help 4.8 million workers and an allocation of RM 2.1 billion to fund PRIHATIN Special Grant, which is an initiative to provide RM 3000 to each qualified micro SMEs.



The government has also allocated a total of RM 260 billion economic stimuli fund to assist the nation. However, depending entirely on the government fund might not create a sustainable plan for the industry. The SMEs must be ready and proactive to recover and sustain in the long run.

Impact on Human Behaviour

After understanding the initiatives of government to help the industry, Humanology has conducted a qualitative research on the impact and implication of the business due to COVID-19 to identify the

change of human behaviour after COVID-19 and the strategies to shift the risk to opportunity. The significant findings from this research include:

- a) Several industries have high impact post COVID-19. These industries, including the tourism industry, food and beverage industries, professional services industry, aviation and logistic services
- b) Reduction of foreign trade as supply chain is affected by geopolitics factors
- c) Weak stock markets due to reduced investors and consumer confidence
- d) Reduced consumer spending due to the market volatility and uncertainty
- e) The cashflow issue arise from the movement control order that would lead to a reduction of salary and permanent retrenchment of the employees
- f) Reduced purchasing power parity (PPP) due to unemployment
- g) Rules and policies will be initiated to test out the possibility of a sustainable economy
- h) New consumer behaviour is formulated and will be a new constant action
- i) Shocked and panic decision making
- j) Business as usual no longer secure and impossible to survive continuously

Meanwhile, Humanology is taking this opportunity to understand in-depth the possible change of human behaviour post COVID-19. We would share 10 key findings from our research.



Findings One: Mental Health Issues Arise such as Worry, Anxiety, Phobia, Loneliness and Depression.

During MCO, people work from home. We are isolated from our colleagues and friends. During this period, a lot of negative perceptions could be generated. “Would my company close down?” “Would I be retrenched?” “Would my company cut my salary?”. When working at home, the time of interaction with our family members increase. In fact, the probability of having conflict increases when interaction increases. As a result, we might be stressed up due to relationship at home. Human emotions become less stable due to uncertainty that also changed the decision making and rationality of a person.



Figure 3: From worry to anxiety. From anxiety to depression. The process could be moderated by loneliness.

The Human Potential Department must start to set up remote therapy and coaching session to support employees who work from home. Emotional stability helps to maintain a healthy relationship between human interaction. For instance, the company could initiate online leisure and social activities to support the emotional needs of each other. For example, before starting work, they could use some software to have a short meeting to motivate each other.

Long queue for divorce after outbreak

COLOURS OF CHINA

Monday, 16 Mar 2020

By: Beh Yuen Hui



"LOVE is one reason a couple get married but to split up, there can be dozens of excuses."

This is a quote I came across in a Chinese comic.

While the frontliners such as doctors and nurses were kept busy containing the Covid 19 outbreak, the laymen who had to stay home had their own challenges too.

For over a month, most Chinese hardly stepped out of their homes, as advised by the government, to stop the spread of the new pneumonia virus.

Some married couples treated the "home quarantine" as their second honeymoon and spent quality time together round the clock.

But for others, it was a nightmare.

Source : TheStar

Did you know, what Wuhan citizens did once after their lockdown? Yes! Divorce!



Findings 2: Doubt and Distrust of People and Environment

With the viral nature of the COVID-19, we become more alert towards hygiene of people who we interact with, the products that we touch and the places that we go. To some extent, consumers start to wash the plastic food container after purchasing them from a supermarket.



Figure 4: People start to wear mask, gloves and hand sanitizer at the workplace. These products might not be a need previously.

The company needs to reconsider in term of product design and packaging. Consumers learn that the virus can survive on a metal surfaces longer than on a plastic cover. The company must revise the standard operating procedure to focus on cleanliness, contact-free deliveries and drop-off.



Finding 3: Delivery Services is a Norm

During MCO, many new jobs were created. Previously, it is uncommon for you to hire someone to buy vegetables for you from a supermarket. During MCO, some consumers started to use delivery services. Many retail businesses start to shift to delivery or working remotely. Many deliveries increase their demand overnight. In Malaysia, these companies includes TNT Express Shipping, Lalamove services, Mr Speedy and many others.

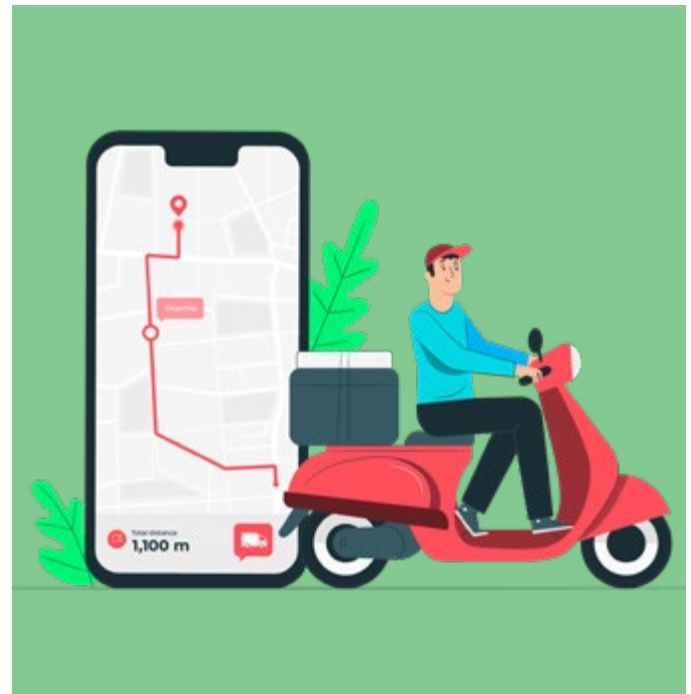


Figure 5: Many companies offer Courier services to serve the home delivery service in Malaysia. The common one includes Easy Parcel, GoGet, DPEX, GD Express, SF Express and many more.

Regular retail will not vaporise but evolve. The marketing channel and supply chain must be revised urgently. For example, the companies which provide more specialised delivery solutions to deliver fresh vegetables and seafood in a chill environment. Food security is a concern when it involves delivery services. A more advanced supply chain must be started. For instance, multiple shops having deliveries to the same household or street. We might not rule out the possibility of virtual reality shopping and delivery with drone services in the future.

**Findings 4: Work from Home and Output and Result Based Performance**

During MCO, people used to work from home. Hence, there would be a paradigm shift in terms of the working environment. Post COVID-19, employees might adapt to the environment to work from home. Home takes a whole new definition as individual and family are together. Employees need to find new ways to balance their work-life needs within the confines space. For instance, kids want to study online, and parents are rushing for reports. Everyone needs to use the computer at the same time, and they need to find a balance in the situation.



Figure 6: Work from home requires high discipline and high integrity. Employees need to adapt to the work from home environment. Results are no longer depending on how long you work in a day but more towards what you have accomplished in a day.

Post COVID-19, we are expecting companies with tight cash flow to downsize. The downsizing does not limit only to the number of employees, also the office space and office infrastructure. We are expecting the recruitment questions to be extended to the home environment that enables them to work at home. Besides, employees are expected to prepare their machines, equipment and advanced video or audio setups to accommodate the environment of working from home. The human potential department is planning to have new guidelines and policies for employees to be mobile and flexible.

**Findings 5: Increased Stress, Disagreement, Conflicts at all Level**

Always remember, what goes around, comes around. During a global economic crisis, regardless of what business you are doing, you would be affected. Many companies operate in survival mode. In such a pressured environment, many companies might breach contracts or regulations along the way. For example, some companies just decide to close down their factory once the government has announced that it is compulsory to pay full salary during the MCO period. Some business owners with 200 or more employees would rather close down the factory without any notice, especially to those businesses before MCO which are in survival mode. Some senior business owners would close down their businesses to cut loss as the MCO may extend with uncertainties.

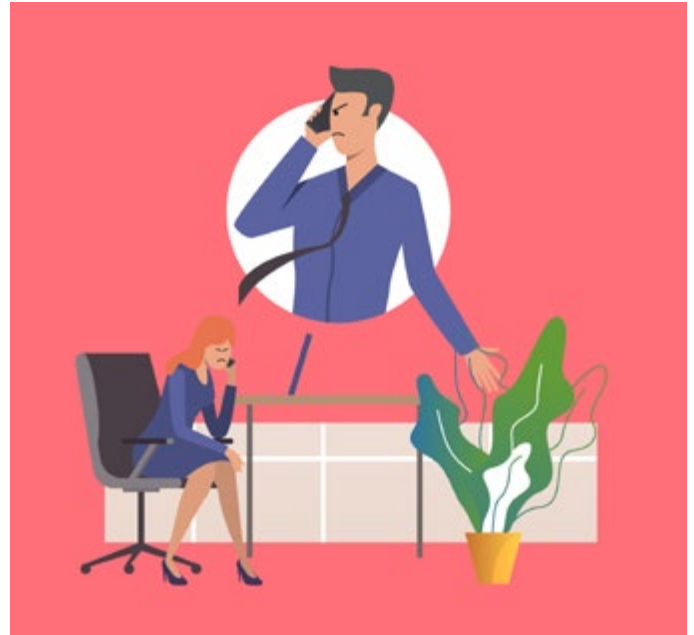


Figure 7: Good communication and negotiation skills are essential to ensure the effectiveness of information delivery to avoid conflicts at all levels.

As the impact of COVID-19 builds up by the day, supply chains are being significantly disrupted, and businesses' rights and obligations under contracts are coming into sharp focus. A particularly frequent question is whether a force majeure clause excuses parties from performing their obligations or from

doing so on time. We can predict legal battles will pop up everywhere. More automated legal work can be proposed when professional services go digital and lead to operating at larger scale.

Findings 6: Travel and Face to Face Meeting Restrictions

From our research findings, entertainment, tourism and travel industry are the most affected industries due to the COVID-19. People start to avoid activities that carry risk of infections. Face to face meetings would be replaced with online meetings with software regardless locally or internationally. People begin to feel unsafe when they go to a foreign place, would they be infected or the new place might have a new breed or new outbreak.



Figure 8: Post COVID-19, people do not have the confidence to travel aboard because the risk of infection has gone to a person's subconscious mind. Risk avoidance influence people's decision.

After the COVID-19 issue, we might see that local tourism will start to blossom. People might have the impression, or they feel curious – “Do I have to self-quarantine after coming back from overseas?” People might only consider travelling aboard with the

more extended period by taking self-quarantine into account. Local tourism must be sensitive to adapt to the changes of consumer needs and wants; else, they would be eliminated from the industry.

Findings 7: Extraordinary Global Unemployment

The COVID-19 attack gave a lot of businessman a buzz to think and evaluate their business model. This scenario also provides employees to rethink of their careers. A businessman might need to shift to a new platform that they have never known to start all over again. It is not a matter of differentiating, they would need to rethink, and breakthrough not only according to business strategies but to try out a totally new platform for survival. In terms of the employees, the “survivor” would be able to sustain in the organisation. They would learn that hopping to other struggling competitors in the same industry is not even an option.



Figure 9: With more workforce venturing into the Gig Economy, a new set of ball game in terms of employment would start after the COVID-19.

Remote and e-learning platform of reskilling and training will see a peak. Employees and employers who are thinking of survival need to be retrained to learn new skills. For instance, those who are not IT savvy might need to brush up their IT skills to adapt

to the change of the business environment. Many employees would start to switch to an entrepreneurial side business to boost their income level. With the evolution of the working environment, talent becomes borderless. Companies can hire talents not only from the local but international level because employees can work remotely in a new work from home environment. At the same time, the company would be able to reduce the cost of hiring with an increase potential hire in the talent pool.

Findings 8: Limited Contact Interaction between Human

Post COVID-19, the community would maintain social distancing during interaction. People would likely avoid having a handshake and the rearrangement of seating places would differ. Trust between individuals become a barrier to interaction. When someone in your organisation has common flu, we will tend to feel worried about his or her situation. As such, employees would develop social stigma when interacting with others. You may see that the action is small, but it has a significant impact on employees' relations.

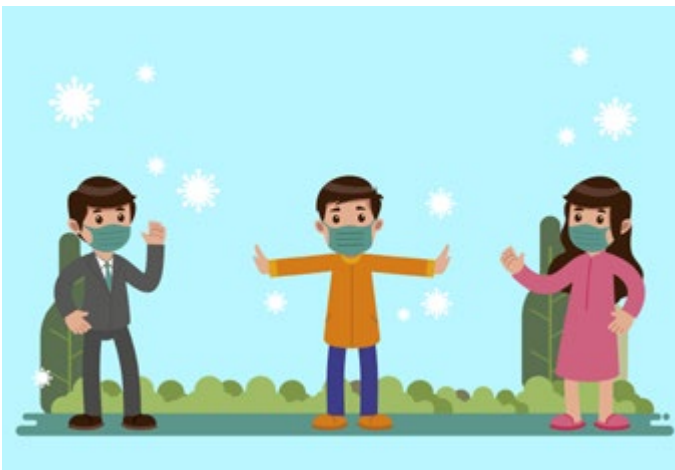


Figure 10: Social distancing would become a way of life on human interaction post COVID-19.

After MCO, we are expecting the culture of work in silo would start. Employees prefer to work alone without discussion or interaction with others. The level of accountability and proactiveness would

reduce because of the subconscious mind that “I am alone” appears automatically in the human brain. A close monitoring system must be developed to ensure project management skills among managers are at the tip-top level. We can predict some bad apples would use social contact and worry as a reason to push responsibility to others. The leader must monitor the organisation culture well.

Findings 9: Hygiene and Security in All Business Interaction

If your business model requires you to host many people in tight space, you would have a significant challenge. After the movement control order, the Ministry of Health would advise avoiding any big group gathering in any situation. Businesses such as bars, cinemas, cruise, wedding planner, rituals services, event organisers, festivals, schools, education hub are hit hard. These businesses must venture into a new product line with creativity and innovation in terms of product development. You may run the business as usual, but how do you want to gain confidence of the consumers to use your services? Do you still feel confident and safe to send your children to school where a common school assembly may involve hundreds of students?



Picture 11: Do you know that there is one cluster of COVID-19 cases Singapore which was due to a pre-school in Fengshan, Singapore? Are you confident to send your children to the nurseries after the COVID-19?

The service provider must change their way of doing business. For example, solo dining booth would encourage and give confidence to consumers to dine at your restaurant. Besides, the usage of robot waiters provides more assurance to the customers because it reduced interaction among people. In China, the government has implemented a health record identity by using a smartphone application to prove the health status. In terms of business, you would see this would be the new market segment under uncharted territory.



Findings 10: Limited Interaction with Geriatric

Ministry of Health Malaysia has identified a few high-risk groups for the COVID-19. One of the high-risk groups is the geriatric with non-infectious diseases such as hypertension, heart diseases or diabetes. Before the vaccine is found, interaction with the geriatric group is restricted. The geriatric, especially retirees, would consider joining face to face social interaction activities. For the younger generation, they would want to reduce the risk of spreading the COVID-19 to the elderly.

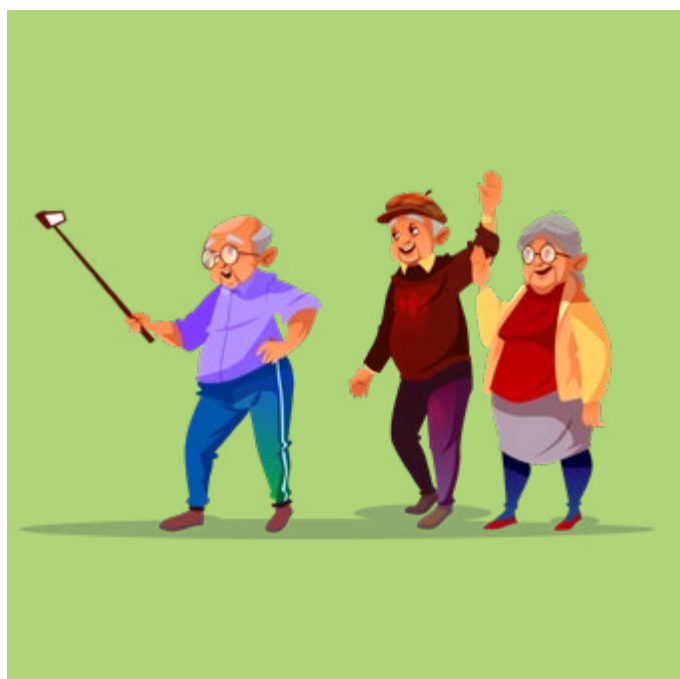


Figure 11: The geriatric group needs to pick up technology to continue interacting with their family members and friends

With the industrial revolution and digitalisation adoption, day-to-day activities are redesigned. For example, the ceremonies and rituals services can still be conducted on a different platform.

Summary

The COVID-19 speeds up the technology transformation globally. Always remember when there is a risk, there is an opportunity. The COVID-19 is not only testing how strong your immune system is to shield yourself from infection, it also gives you a chance to review the sustainability model of your businesses to survive for the future. With the support and various initiatives from the government, I hope that the SMEs could adopt the change. The faster you adapt to change, the quicker you can sustain and grow.

After understanding the fundamentals of human behaviour and the impact, the next article covers the strategies and the step by step for the way forward to venture into the Low-Touch Economy.



Communication Excellence with NLP

By

Adj. Prof. Dr. Saiful A. Jalun

Communication is perhaps the most studied discipline in the history of this planet. There are so many routes and facets that have been researched that we sometimes forget that it essentially a message being communicated between the sender and the receiver with variables that will differ in influence depending on the context of the communication.

The easiest way to plan a communication message is through the realisation of the ethos, pathos and logos plus Kairos, the most essential pillars of persuasive elements mapped over the 6 keys of persuasion. People would sometimes like to differentiate the reasons for communication into:

- Information
- Leisure
- Persuasion

However, even if we think it is just to send information or social leisure objectives, there will be a determination of power behind the activities, hence the constant inclusion of persuasive variables. The employment of NLP will enable the influential variables to be controlled from the conditioning to the text production and also from text to conditioning.

Variables for Persuasive Communication

- 1. **Source:** What characteristics of the speaker affect the persuasive impact?
- 2. **Communication:** What aspects of the message will have the most impact?
- 3. **Audience:** How persuadable are the individuals in the audience?
- 4. **Audience Reactions:** What aspects of the source and communication elicit counter arguing reactions in the audience?

A look into NLP to ensure excellence in communication boils down to 2 main goals:

- i. The correct meaning of getting across
- ii. The amount of power acquired in the process

In order to get this process on target, the message needs to travel back and forth in the planning process from the view and relevance of:

- i. Stakeholder – message – stakeholder
- ii. Mode – message – mode
- iii. Content- message-content
- iv. Barriers- message – barriers
- v. Advantages- message – advantages

The ability to have this information is central to the mapping of the communication process. Agreeably, it would be quite improbable to get all the necessary information before a communication process, but we would now know that these are pertinent information and as such will be continuously searching, evaluating and saving this information for future references in other communicative situations.



Bearing this in mind, Humanology offers several customised CS Transformation programmes to our clients. Our industrial experts organise practical and interactive workshops tailored to focus on critically developing the CS mindset, alongside with the company's values. The programmes also cover participants' motivation subjectively through the change process by addressing fundamental skills to be effectively implemented and to manage transformation in the workplace. Make every customer's visit count, be it physical or virtual.

Lean Innovation into Product Development

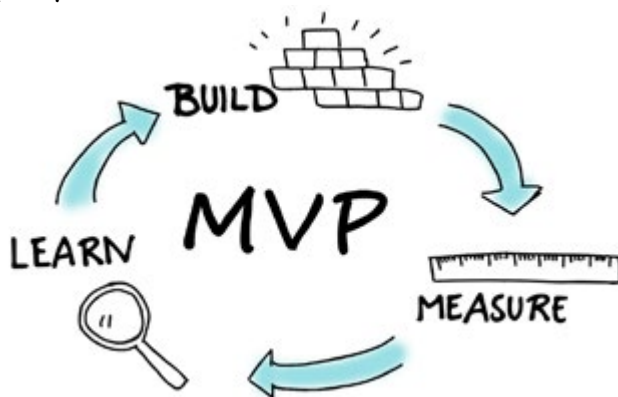
By

Mr Khairul Mazlan

How long will it take to complete a customer-centric product? What does it take to know you are making the right product for the customer? What if lean innovation can help to reduce cost and make your products to the market faster?



In simple term, lean is a process where cost can be reduced, while improvement can be made along the way to meets customer demands. In a nutshell, lean innovation consists of three components which are building, measure and learn. It is a cycle that supporting each other to get products to keep on improving and getting better. Gone are the days where an organization take months sometimes years to come out with new products. Nowadays new feature can be seen on weekly sometimes daily, especially cloud-related products such as Facebook, Google, Spotify and Microsoft 365.



Usually, in lean innovation, it starts with understanding the needs of the customer to resolve their problems. Understanding the value of customer problem is crucial in deciding to create a customer-centric profit base solution to the market or low demands products that won't have a return of investment for the organization. Once the needs

and wants are understood, building the most viable products (MVP) is where the saving coming from. Instead of doing full-fledge products that don't have any data or demands in the market, MVP does help to keep the cost low at the same time measuring the impact of the products in the market place.

Once MVP is ready, the next step will take it into the wild to test it into the market. Does the MVP meet the early adopter's needs or its only a run in the park products that don't have a demand in the market? As an example, Instagram starts as a product to share a location called "bourbon" but did not meet the need of the market at that moments instead people love to see the effects on the picture which actually a small features in the earlier version of the application. Instead of shutting down the projects, bourbon becomes Instagram where people can share their photo with additional "filter" function int the platform. And from there, they keep on innovating without shutting down the platform with more function such as "boomerang" and "IGTV" to be more connected to the user and filling the needs from their market demands.

Once the measuring step is done, the unique elements in lean innovation are to keep on learning new things and keep innovating without disturbing the comfortable experience of the end-user. The learning elements is actually what makes lean innovation keeps on moving. The learning will make the MVP to keep on upgrading and complete the cycle of the process. Once the data is proven enough to works in the market, then MVP design can be upgraded and improve into a better version for the market to accept it.

With this simple cycle of a lean process, innovation can be cost-effective, data demand-driven, and faster response to and from the market. Start your lean innovation process now and looks at the result!

HUMANOLOGY VIRTUAL LEARNING REMOTE LEARNING

LEARNING FEATURES



840
MINUTES
LEARNING TIME

50
JOURNALS /
BOOKS



50
VIDEOS

8HOUR
FACE TO FACE
VIRTUAL LEARNING

FACILITATING FEATURES



PEER
SUPPORT
GROUP



GLOSSARY



**1 CAPSTONE
PROJECT**

FORUM DISCUSSION



GRADUATION CEREMONY



RECOGNITION

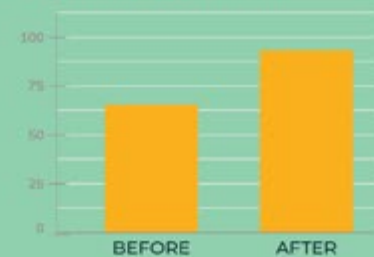


**CERTIFICATE OF
ATTENDANCE**

**CERTIFICATE OF
COMPLETION**

MEASURABLE OUTCOME

- General Evaluation



- In-depth Evaluation

NEGOTIATION SKILLS FOR MANAGERS

Key Indicator (Outcome)	F (Score)	Weight (x)	Fx
Situational Analysis	5	20	100
Mastering Negotiation Process	4	5	20
Building support	4	15	60
Listening Skills	3	15	45
Questioning skills	4	10	40
Counter Offer Skills	4	10	40
Verbal Communication Skills	4	15	60
Non-verbal communication skills	5	10	50
		$\Sigma x = 100\%$	$\Sigma Fx = 435$
Aggregate Score $\Sigma Fx / \Sigma x = (435 / 100)$			4.35
Negotiation Skills Index (Aggregate Score / Scale Score) x 100%			83.0%



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The Need Reskill, Upskill & Multi - Skill

by

Dr. Dayana N. H. Chaskar



As the Industrial Revolution 4.0 (IR 4.0) or known as the digital transformation of industrial markets take over the world rapidly, it is only apt that Malaysian organisations too have been enthusiastic about embedding this change. The IR 4.0 brings with it a host of 9 main pillars of technological breakthroughs in artificial intelligence (AI), robotics, the Internet of things (IoT), big data analytics, autonomous vehicles, nanotechnology and many more.

Therefore since 2017, the Human Resources Development Fund (HRDF) has been vigorously promoting and insistent to organisations to adopt and adapt to this new technological era. The HRDF is an organisation that constantly invests in various upskilling and capacity-building programmes for all sectors, particularly the small-and-medium enterprises (SMEs) nationwide. For everyone, the moment of change comes with the embracement of growth, resilience and renewal. Therefore, companies and industries now have a monumental task ahead

of them and must keep abreast with the latest technologies and innovations that affect the industry.

The HRDF has a Sectorial Training Committee which assesses the industry needs and matches them to the right certification programmes in addressing existing industrial issues for example skills shortage, talent hiring, retention and management, change management and moving skilled workers up the career ladder by multi-skilling them. It is hoped that this governmental initiative to fund reskilling and upskilling programmes will encourage employers to train their staff via certification programmes that are recognised by professional bodies.



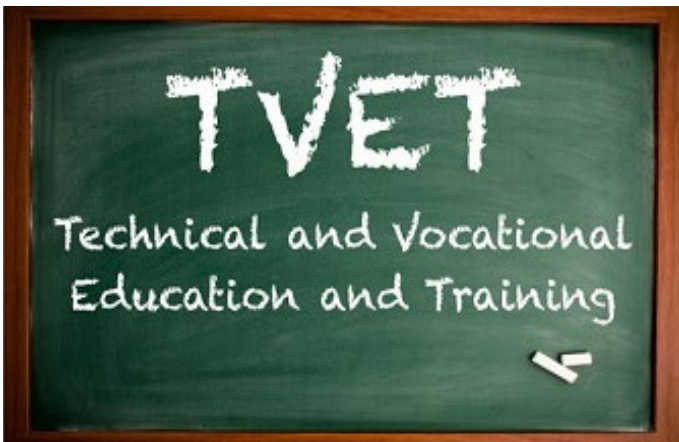
But how about the most valuable and sustainable asset of an organisation: its employees? The stumbling block to the country wholly embracing IR 4.0 is the local industry and the workforce who are still not ready to take that step towards this new reality. In order to help prepare the nation's human capital for the revolution, employers must look at reskilling, upskilling and multi-skilling their employees in order to equip each staff to go beyond their job scope when the need arises. This is contradictory to the

conventional ideology, which was to train staff within the parameters of their specific job scope instead.

Recently Malaysian Employers Federation executive director Datuk Shamsuddin Bardan cited, “employees should always find ways to upgrade their skills for the future should their jobs be taken over by robotics and automation” (The Star, April 19, 2019). He said it was critical for employees to be reskilled, upskilled and multi-skilled plus be able to embrace change openly to help improve productivity. This was crucial as the survey conducted by YouGov Omnibus, a global real-time public and data research revealed that in 2016 and 2017, the local banking industry tapped on the financial technology platform and close to 20,000 people lost their jobs (YouGov Omnibus survey, 2017).



The hoary phrase ‘Jack of all trades, master of none’ will no longer be valid in this IR 4.0 age as employees and workers are now required to be a master of several trades to remain competitive and relevant in the industry. It is imperative and high time for all sectors to join forces and expertise to find the right solutions to reskill, upskill and multi-skill their local staff for them to be well prepared to face and adapt to the rapid digital transformation. This will also contribute to the nation’s economic growth and simultaneously makes way for the emergence of great leaders and successors.



Hence, the Malaysian government is now proactively emphasising on the Technical and Vocational Education and Training (TVET). The empowerment of TVET is critical to address the expected increase in demand for 1.3 million additional TVET workers by 2020 (The Star, March 17, 2019). A stronger focus for TVET has been projected to potentially lower the youth unemployment rate, address the issue of underemployment, and bridge the skills gap between new graduates and employers. Besides, TVET’s agenda is to equip the Malaysian workforce with the skills required for the IR 4.0, by reducing the current dependency on foreign workers, increasing national competitiveness and driving Malaysia to become a developed country.



FREE

Learning During MCO



Mr Jeremy Lee

15 April 2020

Remodelling of Workplace :
Post Covid-19 -
How it Affects Your Work



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17 April 2020

Project Management for HR :
What to do After Covid-19



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20 April 2020

Crisis Management:
Post Covid-19 Strategy



Mr Soo Hoo

21 April 2020

Motivating Employee
Post MCO



Mr Tan Seng Hin

23 April 2020

Artificial Intelligence :
Post Covid-19 HR Competency Skills



Mr Edwin E Gara

24 April 2020

Managing Transitions
After Covid-19



Ms Winnie Leong

27 April 2020

How to Stay Competitive
in Workplace to Avoid
Being Lay-off



Ms Michelle Son

28 April 2020

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AGILE vs SITUATIONAL LEADERSHIP

By

Mr. Advance Tan



The concept of AGILE revolves in these few keywords that define its outstanding characteristics such as Flexibility, Adaptability, Energetic and Rapid. The application of AGILE in the organisations requires the same characteristics mentioned in order to respond to a changing environment that serves and/or challenge us.

As it could be seen as a double-edged sword, a negative view of AGILE shall only create the sense of burden where organisations need to step out of their comfort zone and adjust to the new situations that are often very painful no matter how necessary it is.

However, if we would adopt AGILE in a positive manner, it would well serve us as to lead in our industry, and play a dominant role in the marketplace as well as a CHANGE AGENT instead.

Hence, AGILE is similar to the Situational Leadership

roles that we should practice in leading people and organisations. We need to understand the situation first and blend in with the suitable Leadership Style(s) that fit in such an environment. Only then we could achieve results far more effectively.



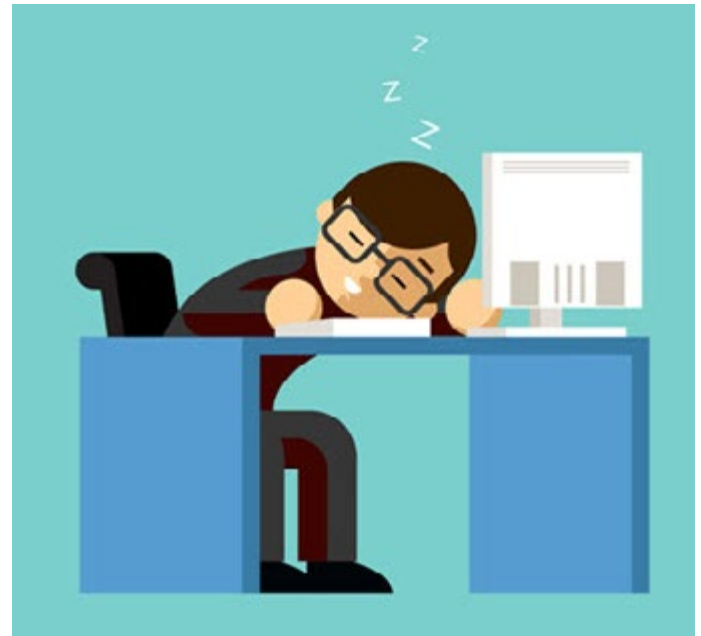
HOW TO MAKE AGILE WORK FOR US

There are no magic pills to make you AGILE. It's all about making choices. In some cases, it would be an uncomfortable adjustment to make such as admitting and taking out unproductive work habits such as being late, faking health conditions, slow-easy work pace, gossiping, complaining, blaming, take longer breaks, etc.



As starting-up AGILE may not be easy for some people, but it can begin with small steps and changes such as those unproductive habits mentioned above. However, the first step is not physical but rather mental. The mindset of low productive lifestyle must stop. The mind must establish this first. Once the mind decides, the actions shall automatically follow. Hence our mind is the prime physical movement. Actions only precede as being told by our mind.

As starting-up AGILE may not be easy for some people, but it can begin with small steps and changes such as those unproductive habits mentioned above. However, the first step is not physical but rather mental. The mindset of low productive lifestyle must stop. The mind must establish this first. Once the mind decides, the actions shall automatically follow. Hence our mind is the prime physical movement. Actions only precede as being told by our mind.



Now, here's the summary of moving into an AGILE organisation,

1. Set your mindset right first
2. Focus on small changes
3. Change those within your control





Remodelling of Workplace : Post Covid-19 How it Affects Your Work

**15 April 2020 (Wednesday)
10:30 am - 11:30 am**

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Project Management for HR : What to do After Covid-19

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Crisis Management: Post Covid-19 Strategy

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Fostering Relationship With EQ

by

Adj. Prof Dr Saiful Amin Jalun



Relationship rather than EQ has to be the more central of the two key terms in the topic. This due to the realization that in this age of IR 4.0, relationship and simple communication is perhaps the most needed but underrated requirement. There are so many routes and facets that have been researched that we sometimes forget that it essentially humans playing out the role of senders and receivers with variables that will influence results greatly depending on the relationship status.

Thus it is just not apt but simply logical through the realization of the age old concept of ethos, pathos and logos plus kairos type logic to help persuade others or simply be in the right way in relationship. EQ generally means the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and

this simply cannot happen unless we have the ability to have information is central to the mapping of the information.

Agreeably, it would be quite improbable to get all the necessary information prior to a communication process without proper human relationship and having EQ as a central theme or the OK+OK humans as a model would greatly reduce the gap. Thus, we would need to start with evaluating our EQ status and employ the right strategies to get us to be an EQ based organizations before the machines really take over.





Motivating Employee Post MCO

21 April 2020 (Tuesday)

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Artificial Intelligence : Post Covid-19 HR Competency Skills

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Managing Transitions After Covid-19

24 April 2020 (Friday)

10:30 am – 11:30 am

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Three (3) Skills in Boosting Your Work Productivity

by

Mr.Saiful Farhan Mashor

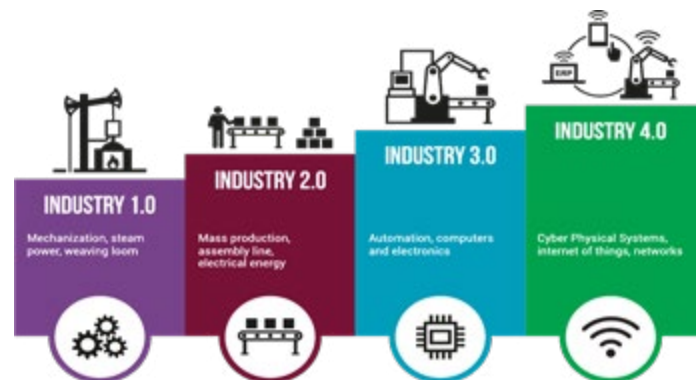
Decision-making, problem-solving and negotiation skills are among the key characteristics and roles of leaders or managers of an organisation. Decision-making skills are important to ensure that the decisions made are right and best for the organisation. In the meantime, problem-solving skills are needed to enable the solution to be done quickly and efficiently by applying the most effective methods to ensure that problems do not persist and disrupt organisational operations. Proper consulting skills must be embedded in each company's management behaviours as they interact and perform their tasks to meet the goals of the organisation.



In this age of Industrial Revolution 4.0, these skills should inculcate to our workers and new generation as preparation in facing the vast changing of our environment. As an employer, we should be aware of what to do and must take a step ahead for the organisation and worker's development. Not only focusing on making profit and grab the opportunity for their pocket, however, must look as a whole and big picture what happen in the organisation and what's important for them to move forward.

These skills should become competency in worker's development and succession planning. The basic understanding of these had implemented from varies ways to ensure its implication and effectiveness. All workers and leaders should play important roles to

take these skills as their ways of living in handling all matters in works or daily life. The leaders must observe and monitor their subordinate on how they practice the right skills and achieve the objective of having these sets of skills.



The workers, by having these set of skills, will increase their work performance and productivity organisation. As it had become their habits and able to show effective as well provide the best solution for the issue they faced. Furthermore, the workplace environment will be more conducive and harmony where the workers more understand and support each other.

In sum, the decision-making, problem-solving and negotiation skills are important skills required to all workers, leaders as well the entrepreneur. When we applied these skills in our workplace and daily life, it will ease the others and objectively solved the issues we handle. It will also benefit people around us and gave effective ways in we lead our life by providing win-win situation as well embarking harmonious environment.





How to Stay Competitive in Workplace to Avoid Being Lay-off

27 April 2020 (Monday)
10:30 am - 11:30 am

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Looking Great After Covid-19

28 April 2020 (Tuesday)
10:30 am - 11:30 am

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♥ STAY SAFE

SYMPTOMS

- HEADACHE & SORE THROAT
- FEVER
- COUGH
- SHORTNESS OF BREATH
- SHAKING CHILLS
- DIARRHOEA



PREVENTION



Stay Safe



PREVENTION

- wash your hands frequently
- disinfect objects
- use tissues for cough/sneeze
- cook food thoroughly

special prevention for old people or with chronic diseases

HUMANOLOGY VIRTUAL LEARNING E - LEARNING

LEARNING FEATURES



840
MINUTES
LEARNING TIME

14 MODULES



100
VIDEOS

50
JOURNALS/
REFERENCES



600
QUESTIONS
IN DATABANK



1 HOUR
INTERVIEW
WITH GURU

FACILITATING FEATURES



MENTOR-MENTEE
SYSTEM



GLOSSARY



1 CAPSTONE
PROJECT

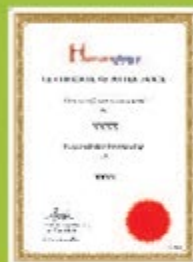
FORUM DISCUSSION



GRADUATION



RECOGNITION



**CERTIFICATE OF
ATTENDANCE**

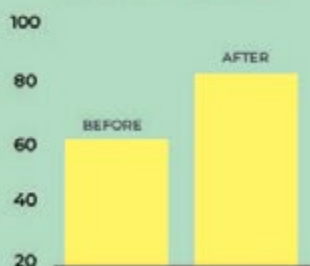


**CERTIFICATE OF
COMPLETION**

MEASURABLE OUTCOME

- General Evaluation

LEVEL OF SKILLS AND KNOWLEDGE



- Behavioural Support System



- In-depth Evaluation

NEGOTIATION SKILLS FOR MANAGERS

Key Indicator (Outcome)	F Score	Weight (G)	Fx
Situational Analysis	5	20	100
Mastering Negotiation Process	4	5	20
Building rapport	4	15	60
Listening skills	3	15	45
Overcoming skills	4	10	40
Counter Offer skills	4	10	40
Verbal Communication skills	4	15	60
Non-verbal communication skills	5	10	50
		Σ G = 700%	Σ Fx = 415
Aggregate Score $\Sigma Fx / \Sigma G = 415 / 700$			4.15
Negotiation Skills Index (Aggregate Score / Scale Score) x 100%			83.0%



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Courtesy Visit With PERHEBAT



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JANUARY



Courtesy Visit With PERHEBAT



Courtesy Visit With MATRADE



Courtesy Visit With MATRADE



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JANUARY



New Paradigm and Breakthrough Leadership : Leading the Industry 4.0 Way Training



Courtesy Visit With Institut Penyelidikan Pembangunan Belia Malaysia

JANUARY



Collaboration between POSCODE and Department of Fisheries, Malaysia



Collaboration between POSCODE and Department of Fisheries, Malaysia

JANUARY



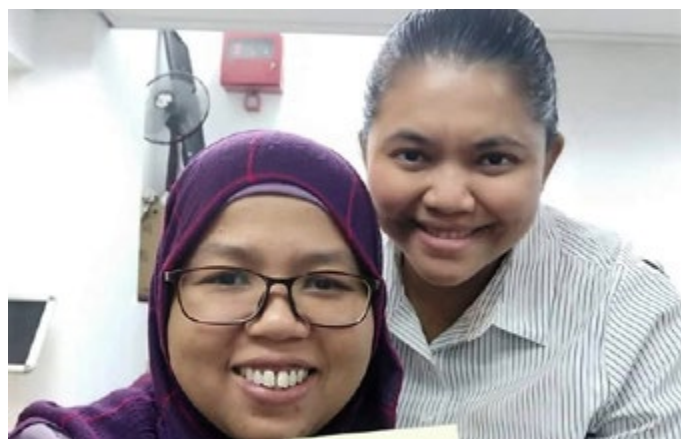
Courtesy Visit with EON Auto



Courtesy Visit with KPJ PHARMASERV



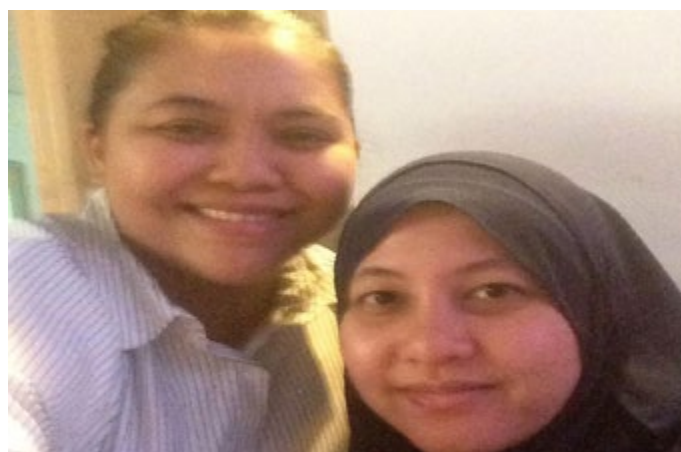
Courtesy Visit with Ms Hidayah from TMR



Courtesy Visit with BERNAS



**Courtesy Visit with Ms Ainur
from Kontena Malaysia**



**Courtesy Visit with Pn Husna from
KPJ Pharmaserv**

JANUARY



**Courtesy Visit with Ms Nina
from Prasarana**



**Courtesy Visit with Pn Shazana from
Amanah Ikhtiar**



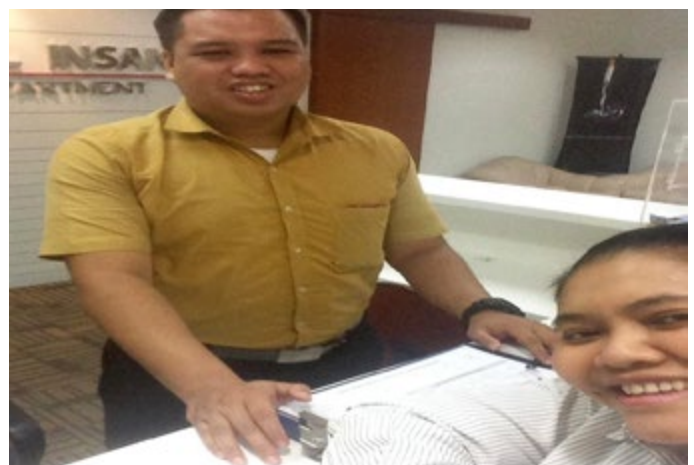
**Courtesy Visit with Pn Noor Afida
from UDA Holdings**



**Courtesy Visit with Pn Zu
from CDC**



**Courtesy Visit with En Nafis
from Jabatan Laut**



**Courtesy Visit with En Sayudi
from KWSP**

JANUARY



Courtesy Visit with ProKhas



Courtesy Visit with Northport



Courtesy Visit with Malakoff



Courtesy Visit with MPC



Courtesy Visit with UMW



Courtesy Visit with Pn Nurazlin from Proton

FEBRUARY



Courtesy visit with PERHILITAN



Courtesy visit with PERHILITAN

FEBRUARY



Courtesy Visit With Jabatan Standards Malaysia (JSM)



Courtesy Visit With Jabatan Standards Malaysia (JSM)

FEBRUARY



Courtesy Visit With Jabatan Kebajikan Malaysia (JKM)



Courtesy Visit With Jabatan Kebajikan Malaysia (JKM)

FEBRUARY



Industry 4.0 : The Way Forward



Industry 4.0 : The Way Forward

FEBRUARY



Boosting Work Productivity for POS Malaysia



Boosting Work Productivity for POS Malaysia

FEBRUARY



ISO 26000



ISO 26000

FEBRUARY



Seminar Engagement with HR Managers 2020 (INTURA)



Seminar Engagement with HR Managers 2020 (INTURA)

FEBRUARY



Courtesy Visit with Institut Sukan Negara (ISN)



Courtesy Visit with ILKAP

FEBRUARY



Courtesy Visit with ILKAP



National Seminar on Behavioural Insights 2020

FEBRUARY



Courtesy Visit with Kementerian Belia dan Sukan



Courtesy Visit with Kementerian Pertahanan Malaysia

FEBRUARY



Pricing Challenges? No! It is the Pricing Strategy that Works!



Pricing Challenges? No! It is the Pricing Strategy that Works!

FEBRUARY



Courtesy Visit with Dr Jumaiza Miswa from Jabatan Veterinar Malaysia



Courtesy Visit with Puan Nor Amrina from Bahagian Latihan Kemahiran Pertanian



Courtesy Visit with En Roslan and En Azhar from Training Department from Department of Fisheries Malaysia



Courtesy Visit with En Fairul from Kementerian Pertanian dan Industri Asas Tani



Courtesy Visit with Tn Gun from Agensi Kawalan Sempadan Malaysia (AKSEM)



Courtesy Visit with Pn Norisan (KPT Pejabat Strategik NSO MAPO)

FEBRUARY



Courtesy Visit with Tn Haji Mahasan from DOSH.



Courtesy Visit with En Mohd Sulaimi from Jabatan Tenaga Kerja



Courtesy Visit with Pn Hafizah from Jabatan Tenaga Kerja



Courtesy Visit with Cik Afiqah from Bahagian Pembangunan Kewangan & Sumber Manusia



Courtesy Visit with Encik Shahril from Bahagian Pengurusan Sumber Manusia

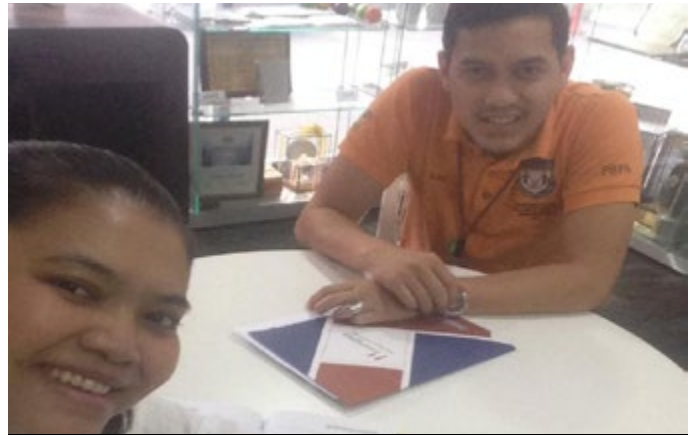


Courtesy Visit with Pn Jusliana from Bahagian Akaun KDN

FEBRUARY



Courtesy Visit with Tn Khairul Amin and Cik Nur from Bahagian Pembangunan



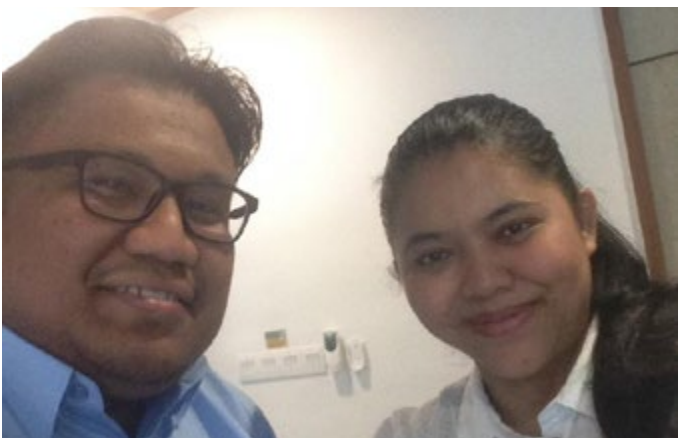
Courtesy Visit with En Zaibudin from Puncak Semangat



Courtesy Visit with Tn Tarmizi and Tn Faiz from Bahagian Penguatkuasaan dan Kawalan



Courtesy Visit with Tuan Zainoolah Khan from Cawangan Pengurus Latihan RELA



Courtesy Visit with En Mohd Huwaidi Ujang from KUB Holdings



Courtesy Visit with Tn Khairul from Electoral Reform Committee

FEBRUARY



Courtesy Visit with Tn Ridzauddin bin Abd Aziz from Agensi Pengurusan Bencana Negara



Courtesy Visit with Ms Jaslyn from Cosmos Instrument



Courtesy Visit with Ms Fanny John Sipawi from Bahagian Kewangan MESTECC



Courtesy Visit with Tn Syed from Bahagian Pengurusan Sumber Manusia MESTECC



Courtesy Visit with Ms Tham Ee Theng from CJ Century



Courtesy Visit with Puan Izarydah and Puan Siti Aiasah from Bahagian Pembangunan MESTECC

FEBRUARY



Courtesy Visit with Ms Jebith from Bahagian Antarabangsa MESTECC



Courtesy Visit with En Fuad from KWAP



Courtesy Visit with Pn Wan Nor Azlina (PPT) from Bahagian Teknologi Strategik dan Aplikasi S&T MESTECC



Courtesy Visit with Tuan Haji Abd Halim from Dewan Bahasa dan Pustaka



Courtesy Visit with Tn Ishak bin Abdul Karim (PPT) from Bahagian Khidmat Pengurusan Jabatan Perkhidmatan Awam (JPA)



Courtesy Visit with En Azmi from HQ LHDN Cyberjaya

FEBRUARY



Courtesy Visit with En Razak from MAMPU



Courtesy Visit with En Muhammad from MyGCC



Courtesy Visit Pn Elysa from Bahagian Pembangunan dan Pengurusan Maklumat Strategik JPA



Courtesy Visit with Puan Shilla from Gas Berhad



Courtesy Visit with Tn Joseph from Bahagian Penyelidikan, Perancangan dan Dasar JPA Malaysia



Courtesy Visit with Tuan Hj Mohd Pauzi FROM Deputy Director General Atomic Energy

FEBRUARY



**Courtesy Visit with En Affendi from
KPDNHEP**



**Courtesy Visit with En Azizul
from JPN**



**Courtesy Visit with En Nash
from Risda Hq**



**Courtesy Visit with Pn Nora Ali and Pn Nur
from PNMB.**



**Courtesy Visit with En Azizul from
KPDNHEP**



**Courtesy Visit with Pn Hamidah from Institut
Kajian dan Latihan Intergrasi Nasional
(IKLIN)**

FEBRUARY



**Courtesy Visit with Pn Anisah
from Risda Plantation**



**Courtesy Visit with Pn Rohayu from
Risda Holdings**



**Courtesy Visit with Tn Wan Mohd
Sanusi from Majlis Agama Islam Wilayah
Persekutuan**



Courtesy Visit with TNB



**Courtesy Visit with En Azwan Haffiz from
Majlis Agama Islam Wilayah Persekutuan**



**Courtesy Visit with Pn Siti Habibah
from Majlis Amanah Raya**

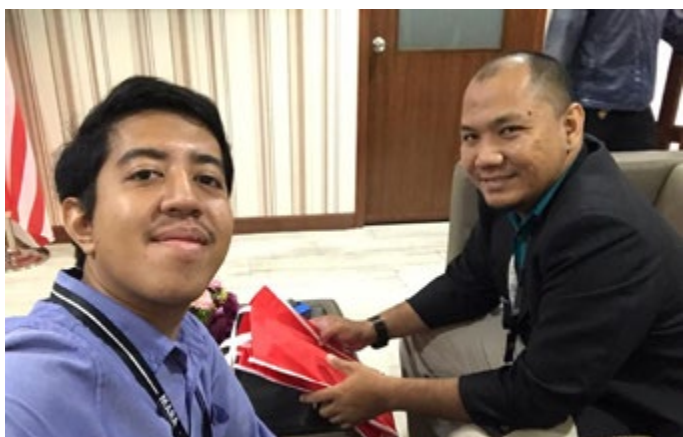
FEBRUARY



Courtesy Visit with Puan Sakinah from LKIM



Courtesy Visit with Tn Mohd Azrain from Bank Muamalat



Courtesy Visit with Tn Mohd Fauzi from Bahagian Pendidikan Menengah (BPM) at MARA.



Courtesy Visit



Courtesy Visit with Pn Afifah from Lembaga Juru Ukur Bahan Malaysia



Courtesy Visit with Tuan Khaireyham from Kementerian Kerja Raya

FEBRUARY



Courtesy Visit with En Nazri from MPSJ



Courtesy Visit with Pn Fazlina from Institut Latihan DBKL



Courtesy Visit with En Saduqqi from DRB Hicom Group



Courtesy Visit with Cik Adawiyah from MMC Engineering & Construction



Courtesy Visit with Puan Laili from L&D Mitsubishi



Courtesy Visit with Puan Fadhlina from Hicom Yamaha

FEBRUARY



Courtesy Visit with Encik Zaidi and Pn Syazana from FGV Prodata.



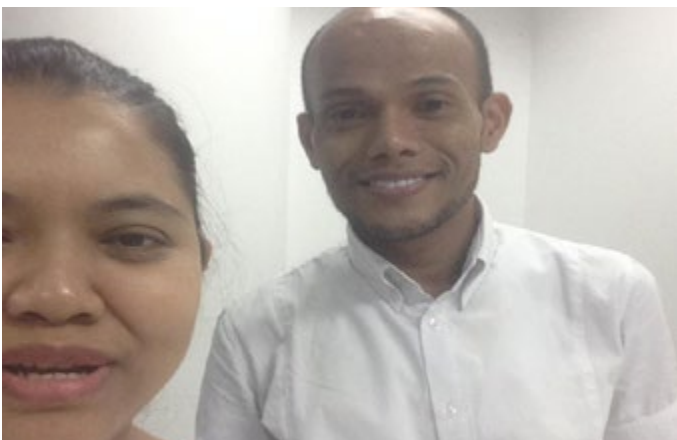
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Courtesy Visit with Pn Shaqira from automotive under DRB-HICOM



Courtesy Visit with Tn Raimy Safuan from Group Human Capital at FGV



Courtesy Visit with En Khairul from L&D Alam flora



Courtesy Visit with Tuan Jahri from FGV Security Servicer

FEBRUARY



**Courtesy Visit with Pn Nurul Hidayah
FGV Transport Services**



**Courtesy Visit with Tn Mohd Azwan
FGV Plantations (Malaysia)**



**Courtesy Visit with Tn Mohd Noor from
FGV Trading Sdn Bhd**



**Courtesy Visit with En Juraini
from SRT EON Services**



**Courtesy Visit with Encik Bismi Amir
from Delima Oil Product**



**Courtesy Visit with Encik Shahir
from Felda Travel Sdn Bhd**

FEBRUARY



Courtesy Visit with Cik Norfazlinda from FGV Kernel Product



Courtesy Visit with Cik Nur Fadina at Pontian United Plantation at FGV



Courtesy Visit with Encik Aizat from FGV Rubber Industries.



Courtesy Visit with Pn Roshada from Pharmaniaga



Courtesy Visit with En Rody from MYRA



Courtesy Visit with Miss Dona from Prima Media

MARCH



Courtesy Visit with Jabatan Perhutanan Semenanjung Malaysia



Courtesy Visit with Jabatan Perhutanan Semenanjung Malaysia

MARCH



Courtesy Visit with Kementerian Komunikasi dan Multimedia Malaysia



Courtesy Visit with Kementerian Komunikasi dan Multimedia Malaysia

MARCH



Courtesy Visit with Velesto Energy Berhad



Leading in the Humane Way: Showing Compassion while Being Productive

MARCH



Special Interview with PERKESO



Special Interview with PERKESO

MARCH



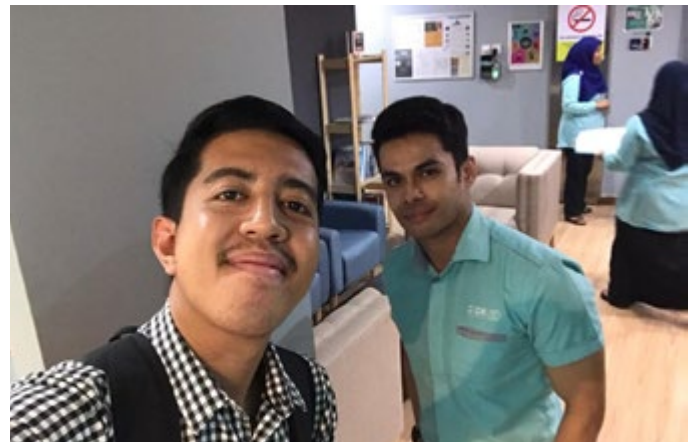
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Courtesy Visit with Pn Annie Laily from Lembaga Pertubuhan Peladang.



Courtesy Visit with Encik Rashdan from CIBD PWTC.



Courtesy Visit with Pn Suzy from SME Corp Malaysia.



Courtesy Visit with Tn Hanif from MIDA

MARCH



**Courtesy Visit with Tn Haji Azman
from Al Fateh travel**



**Courtesy Visit with Miss Lily from
Worldwide Holdings**



**Courtesy Visit with Mr Ashraf from BGH
Holding Sdn Bhd**



**Courtesy Visit with Puan Yulin from
World Medinvest Sdn bhd**



**Courtesy Visit with Puan Syafawati from
LHDN**



**Courtesy Visit with Ms Lizz
from Talent Corporation Berhad**

MARCH



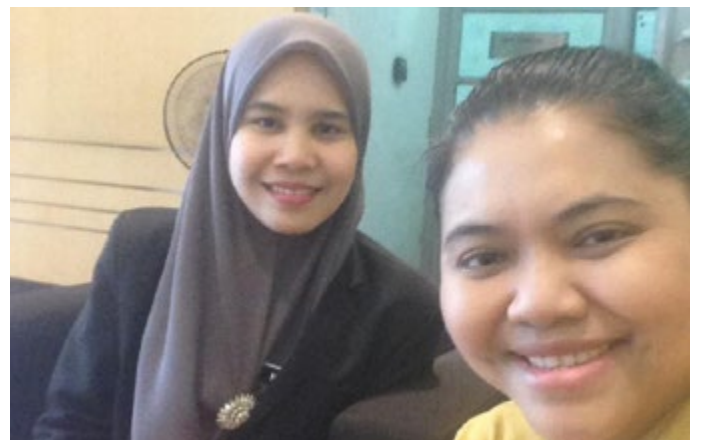
Courtesy Visit with Encik Jadana from MyIPO



Courtesy Visit with Gruppe group



Courtesy Visit with Encik Nor Hariz from Felda



Courtesy Visit with Puan Maheeran from PTPTN

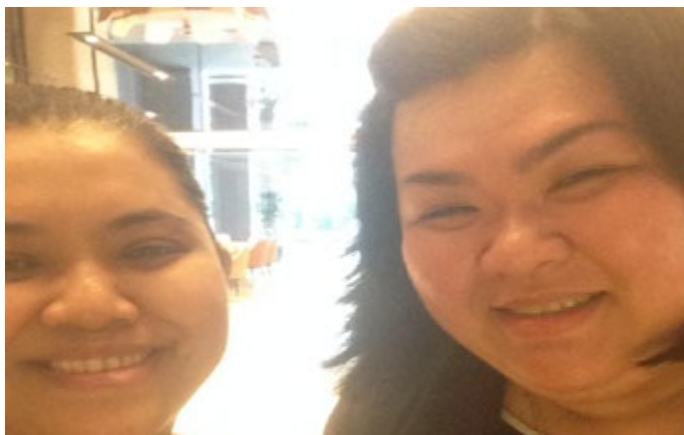


Courtesy Visit with LHDN Klang



Courtesy Visit with Tuan Haji Abdul Halim from Dewan Bahasa dan Pustaka

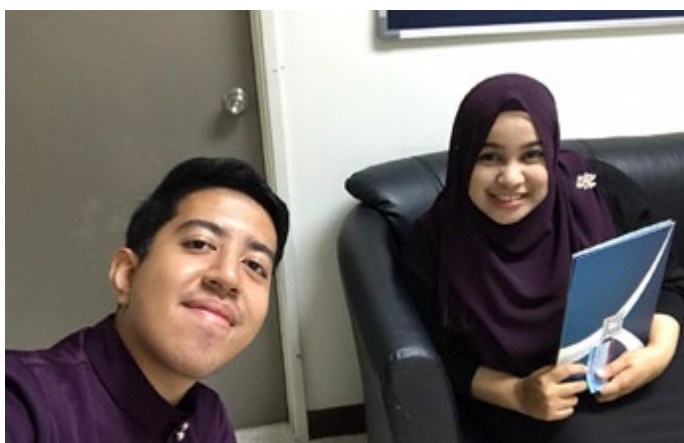
MARCH



**Courtesy Visit with Ms Juphin
from Wyndham Acmar Hotel Klang**



**Courtesy Visit with Puan Norhizan from
Dewan Bahasa dan Pustaka**



**Courtesy Visit with Cik Nur Faridatul from
Cawangan Duta (Penggajian) LHDN**



**Courtesy Visit with En Aza from PPN
Selangor**



**Courtesy Visit with Cik Nor Rafiza from
Pejabat Pengarah Negeri WPKL**



**Courtesy Visit with Tn Faizalkhan from
MATRADE**

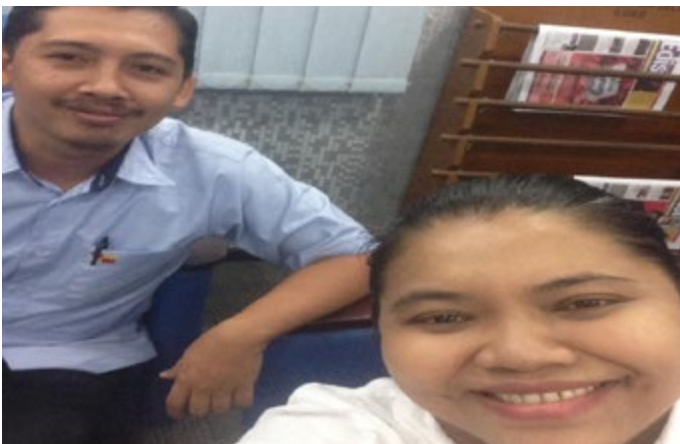
MARCH



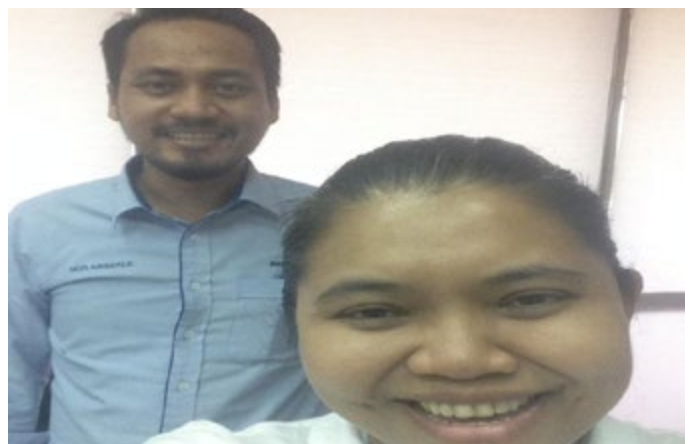
Pn Norazien and Tn Fairuz from Cawangan
Courtesy Visit with Duta (Perniagaan) LHDN



Courtesy Visit with Tuan Megat and Ms
Jessica from TNB



Courtesy Visit with En Awaluddin from
LUAS



Courtesy Visit with En Zale from Majlis
Bandaraya



Courtesy Visit with Cik Noraziah Idris from
INFRA



Courtesy Visit with Ms Ruby and Ms Inderjit
from Istana Hotel

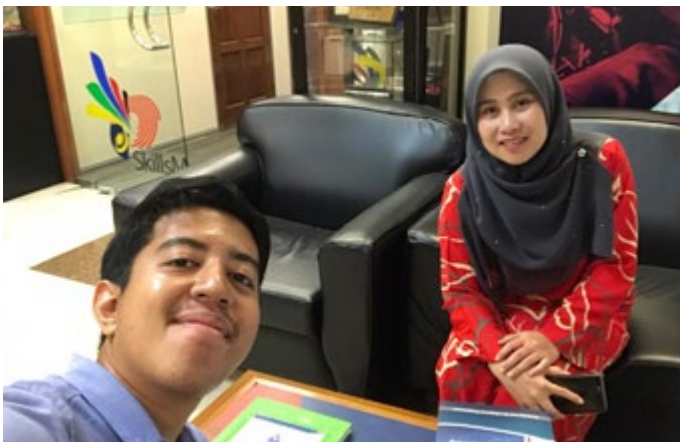
MARCH



Courtesy Visit with Puan Ros from LKIM



Courtesy Visit with Tn Jimmy Jabatan Sukarelawan Malaysia (RELA)



Courtesy Visit with Pn Azmani from Jabatan Pembangunan Kemahiran



Courtesy Visit with Pn Rasyidah from Bahagian Keselamatan dan Ketenteraan Awam

APRIL

Example of Project Priorities
All figures in the table are for reference only

Projects	Time %	Cost %	Quality %	Total Score
Curry Chicken	2	5	4	84
Rendang	3	5	40	82
Mee Soup	3	3	5	82
Nasi Lemak	2	2	5	68

* Score: 1 (less important) to 5 (very important)

Humanology held a FREE Learning During MCO webinar series (15 - 28 April 2020)

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