

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

Jeremy Lee

# Jeremy Lee

## Facilitator/ Strategist / Entrepreneur



### Paper Qualifications:

- ACMA, CA (M), CGMA
- MSc Engineering Business Management
- Certified Profiler (DiSC), Certified Professional Trainer (USA) Certified TTT (PSMB) GRI Standards,
- Current Asst. Treasurer for Consultants and Business Management Research Association (CBMRA)

### Experience in Consulting and Training 18 years

- Consulting work in LHDN, KWSP, DOSH, MPC, MAMPU, MAQIS, MDEC etc.
- Consulting work in Maybank, Pikoje, HLB, Siti Khadijah, DiGi, DHL etc..
- Has worked with Accenture, HP, Siemens
- Conducted workshops for over 200 companies (in house) with over 1300 days of inhouse workshops.
- Designed and conducted over 30 Management Development programs for clients ranging from 3-18 months long.

## Take Aways:

- **The Black Swan and the Impact to All**
- **The 4 Stages to Business Unusual.**
- **Emphasis on Corporate Entrepreneurship for Growth**



The most dangerous phrase in the language is "we've always done it this way."

Rear Admiral Grace Hopper

# We as a WORLD is Experiencing the Mother of All Black Swans

**COVID 19**

**OIL PRICE**

**GOVT  
CHANGE**

**GLOBAL  
LOCKDOWN**

**TRADE WAR**

# Everything we know about VUCA has come true

## Volatile

The environment demands you react quickly to ongoing changes that are unpredictable and out of your control

## Uncertain

The environment requires you to take action without certainty

## Complex

The environment is dynamic, with many interdependencies

## Ambiguous

The environment is unfamiliar, outside of your expertise



**We must ACT or we DIE.**

**Volatile**

**VISION:**

Be Clear of Organization PURPOSE

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**Uncertain**

**UNDERSTAND:**

Stop, Look, Listen, Evaluate

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**Complex**

**CLARITY:**

Make sense of the Chaos & De-clutter

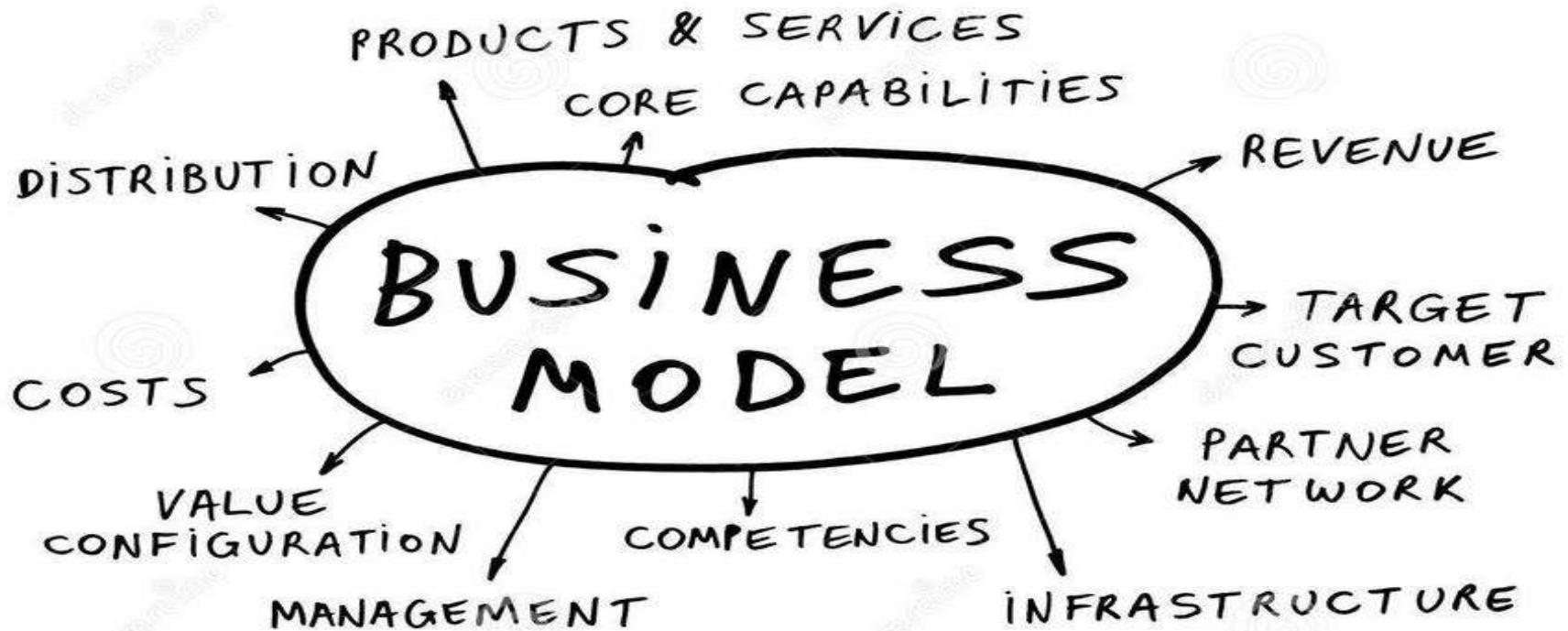
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**Ambiguous**

**AGILITY:**

Communicate, Adapt to REMODEL

**Every Business model must CHANGE. It will further be effected by Social, Economic, Customers, Regulators, Competitors and the great unknown**



**“The biggest barriers to strategic renewal are almost always top management’s unexamined beliefs.”**

**Gary Hamel**



**OPPORTUNITIES  
ARE USUALLY  
DISGUISED AS  
HARD WORK, SO  
MOST PEOPLE  
DON'T RECOGNISE  
THEM**

**- Ann Landers**

# The Major Issues We Cannot Avoid

**Industry  
Revolution  
4.0 just  
accelerated  
10X**

**EAST vs  
WEST divide  
continues**

**Focus on  
the  
Localization  
of many  
things**

**Needs  
Based  
Mindset**

**Some  
Business  
Model  
are now  
obsolete**

**Corvid 19  
& Social  
distancing  
continues**

**Greater  
Social  
Inequality**

**Prepare  
for a  
Global  
Recession**

# 20 Areas We Can Expect to Happen

1. **Need Positive cashflow (Max In & Min Out)**
2. **Business Continuity Planning and Team increases in significance**
3. **Employee Welfare includes Mask, Sanitizers, Thermometers ...**
4. **Used of Virtual Team and Meetings will grow significantly**
5. **Work From Home will grow in numbers**
6. **Work performance will be Outcome Based**
7. **Human Capital Sourcing will become global**
8. **Major Process Redundancy will be removed**
9. **Retrenchments in traditional areas**
10. **All Automation will increase significantly**

# 20 Areas We Can Expect to Happen

11. GIG Economy job will increase
12. Remodel Hierarchy structure for multi-skilled and smaller agile team
13. Leadership Trust issues and on-line management to be revisited
14. Employers need to be more transparent
15. Diversity will increase
16. Ability to Motivate becomes Paramount
17. Resilience ones will excel
18. Increase in Mental and Emotional Issues
19. Skill sets related to Digital and Emotions will be in demand
20. Increase in Corporate Entrepreneurship and Entrepreneurship

# The 4 Stages to The New Business Unusual

**Build  
RESILIENCE**



**Prepare the  
RETURN**



**RE-IMAGINE  
the Future**



**RE-MODEL**



# Certain Skills In Demand Others Will Decline

It *is* not the strongest or the most intelligent who will survive but those who can best manage change. --*Charles Darwin*

## Growing

- 1 Analytical thinking and innovation
- 2 Active learning and learning strategies
- 3 Creativity, originality and initiative
- 4 Technology design and programming
- 5 Critical thinking and analysis
- 6 Complex problem-solving
- 7 Leadership and social influence
- 8 Emotional intelligence
- 9 Reasoning, problem-solving and ideation
- 10 Systems analysis and evaluation

## Declining

- 1 Manual dexterity, endurance and precision
- 2 Memory, verbal, auditory and spatial abilities
- 3 Management of financial, material resources
- 4 Technology installation and maintenance
- 5 Reading, writing, math and active listening
- 6 Management of personnel
- 7 Quality control and safety awareness
- 8 Coordination and time management
- 9 Visual, auditory and speech abilities
- 10 Technology use, monitoring and control

Source: Future of Jobs Report 2018, WEF



# BUILD and Develop THE Business Acumen

**1. Enhance  
CASHFLOW**  
(Cashflow is King)

**2. Increase  
PROFIT MARGIN**  
(The Salesman and  
Cost Controller)

**3. CUSTOMER  
CENTRICITY**  
(Keeping up with  
Customers Needs  
and Wants)



**4. Improve  
VELOCITY**  
(Continuously accelerate  
the movement of Goods  
and Services)

**5. Consistent  
GROWTH**  
(The Business must Grow)



**Don't let yesterday  
used up too much of  
Today**

- Cherokee Proverb

**The person who says it  
cannot be done should  
not interrupt the  
person doing it. -  
Chinese Proverb**





**Mr Jeremy Lee**

15 April 2020

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Post Covid-19 -  
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**Mr Ooi Wee Kheong**

17 April 2020

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What to do After Covid-19



**Mr Danial Roy**

20 April 2020

Crisis Management:  
Post Covid-19 Strategy



**Mr Soo Hoo**

21 April 2020

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Post MCO



**Mr Tan Seng Hin**

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Post Covid-19 HR Competency Skills



**Mr Edwin E Gara**

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Managing Transitions  
After Covid-19



**Ms Winnie Leong**

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



**Ms Michelle Son**

28 April 2020

Looking Great After  
Covid-19

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STAY SAFE  
STAY HEALTHY  
STAY THANKFUL

THANK YOU



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