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The future isn’t long-term, it’s short-term

By DEREK TOH
editor@leaderonomics.com

“Derek, did you always know that you were going to be working in recruitment?”

A young graduate asked me this question.

I imagine he wanted to be inspired by a story about how I had a dream and worked hard for it.

I was tempted to say yes, because all successful people worked hard for their dreams and passion, right?

“No, I had no idea. I just stumbled upon this by chance. I was just always working hard on what was in front of me.” I replied.

“Never looked too far ahead, and always believed that it’s easy to get disappointed in trying to plan a career, only to find out later that careers can’t be planned.”

That’s what many people have come to realise when they look back on their own careers.

They almost never planned to be doing what they are doing now. Careers don’t progress in a straight line – for most people at least.

“If it’s not easy to plan a career, should I then decide to specialise in one skill the young graduate followed up.”

“Only you can make this decision. I did well by not specialising. Maybe your story will be different. Having to make a decision about whether to specialise or not, I believe the best option is the one that opens doors to give you more options,” I replied.

The rise of gig economy

This realisation that it’s okay to not have a permanent job or specialise in one has led to an increased openness to flexible and short-term work arrangements.

Companies that want short-term solutions to fill up temporary gaps now have more access to willing talent.

The rise of the gig economy is bolstered by start-ups such as Fiverr, GoGet, and Grab, offering employers easy access to freelance or temporary workforce.

A recent Gallup report found that the number of Gen-Y talent who changed jobs in the past year was three times higher compared to other generations.

“Derek, why is there no loyalty these days? One of our employees just left after working a year with us. We used to stay in our previous company for only one day? One of our employees just left after working a year with us,” I asked.

“Have you hired someone that was in their previous company for only one year?” I asked.

He paused. “Yes, we have.”

“It’s a market, right? It takes two hands to clap. More people are switching jobs now. They land on good jobs, but unfortunately, don’t actually perform well in their roles.”

When under pressure for poor performance, they switch to their next job, getting a salary hike and sometimes landing an even bigger role.

This cycle continues, and they suddenly feel like progress is made simply by being able to switch jobs, and not focus on actually doing one.

It can feel unfair to those who don’t change jobs as much, stick around to do the hard work, and genuinely earn their promotions and salary increases.

As switching jobs has become the new normal, many current employees will naturally still want to leave their company no matter how well they are treated.

Therefore, it’s better for employers to build a healthy pipeline of talent in anticipation of the natural turnover they will experience, and start embracing flexible and temporary work arrangements as we step into the future of work.

The advantages of short-term work

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By ROSHAN THIRAN
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"You are hereby authorised to screw up, bomb or fail at one or more relationships, hookups, friendships, tests, exams, examinations or any other choices associated with college... and still be a totally worthy, utterly excellent human.

THESE are the words on a "Certificate of Failure" which is handed out to students at Smith College, New York, when they take part in a programme led by Rachel Simmons, a leadership development specialist in Smith’s Wurtele Center for Work and Life in the United States. The Massachusetts-based college has been working to help high achievers deal with setbacks through its "Failing Well" initiative that seeks to remove the stigma of failure and cultivate the idea that encountering setbacks is a feature (rather than a bug) of the path to success. In 2016, students who walked into the campus hub found an unexpected surprise: projected on a large screen were significant failures of their fellow classmates and faculty members. As people who were used to achieving highly and consistently, seeing failures being displayed so openly must have been unfamiliar and uncomfortable.

FAILURE: A LEARNING FEATURE
To a large degree, our society is obsessed with success. While there’s nothing wrong with that, when we present success as something that everyone should achieve or forever be a loser (such can be the implication), it can have a huge impact on young people when they inevitably encounter setbacks. In an interview with the New York Times, Simmons says of failure, "It's not something that should be locked out of the learning experience. "For many of our students, those who have had to be almost perfect to get accepted into a school like Smith – failure cannot be a unfamiliar experience. So, when it happens, it can be crippling."

ARE YOU RESILIENT ENOUGH?
Over the years, I’ve noticed that one of the effects arising from young people being afraid to fail is that they develop an inability to cultivate perseverance and resilience. If something is too hard or doesn’t work out the first few times, they give up and try to move on to something else. In the process, they miss out on many vital life lessons.

Talking to a teacher who has been in the profession for over 30 years, I asked what she felt was the one skill or quality that people are lacking today. She replied, “The ability to stick with something when the going gets tough.”

"Kids today are told they can be anything they want to be, and so they grow up with this idea that everything should come quickly and easily to them. So, when it doesn’t, they’re often criticised for it, and so their fear of failure grows."

WHO IS TO BE BLAMED?
I’m occasionally asked why I think is “blame” for the current environment where people are superficially built up and sent out into a world that presents them with a much tougher reality. Are parents to be blamed? Or the children themselves for thinking they should be entitled to an easy way out?

Personally, it’s unproductive to spend time going down that path of finding someone to take the blame. Today’s parents endured many struggles, and their parents before them endured even more. With that in mind, it’s understandable that parents today want the best for their children. Has part of the strategy been misguided? Perhaps.

Were the less-helpful outcomes intended by parents? Absolutely not. Despite the inevitable consequences of today’s lifestyle, it requires resilience to persevere with difficult times whenever they arise. I’ve been told many times that “this is just the way life is” or “these are inevitable consequences of today’s culture”, but I disagree with such thinking.

Of course, life is the way it is. However, if we as leaders, parents and educators decide that our young people should not struggle needlessly with the challenges they face today, then we can work together to help them develop coping strategies and, in turn, stronger characters, which will surely lead to stronger communities.

If we have a role to play in the lives of future leaders, that role is surely to develop independent thinkers who are confident in themselves and have belief in their potential.

SOLVING THE REAL ISSUE
Rather than playing the blame game, we, as leaders, parents, and educators, need to look at the situation as it exists and ask ourselves: “What can we do to equip students with the right kind of life skills that will continue to serve them long after their grades have become outdated?”

While innovators such as Steve Jobs and Elon Musk ushered in an era of "failing forward", as a society, we’re still fixated on conventional measures of success and this leads us to miss the whole point of what learning is all about.

"A straight A’s are all very well (hats off to anyone who achieves them) – but what use are they to the student who earns them and yet finds it a struggle to interact with others, or think beyond their textbooks?"

There needs to be a balanced, holistic approach to how we educate young people, and that includes teaching them how to deal with failure. Otherwise, they end up struggling to cope with setbacks. As Simmons puts it:

"We’re not talking about flunking out of pre-med or getting kicked out of college. We’re talking about students showing up in residential life offices distraught and inconsolable when they score less than an A-minus. Ending up in the counselling centre after being rejected from a club. Students who are unable to ask for help when they need it, or so fearful of failing that they will avoid taking risks at all.”

Several research studies show a worrying rise in young people for depression, anxiety, and stress, no thanks to the pressures they face. And it goes without saying that the pressures young people face today are different from their parents’ or grandparents’ generations. Many of them lack the coping skills that are necessary to navigate such pressures.

This leads to an inability to develop resilience to persevere with difficult times whenever they arise. I’ve been told many times that “this is just the way life is” or “these are inevitable consequences of today’s culture”, but I disagree with such thinking.

Of course, life is the way it is. However, if we as leaders, parents and educators decide that our young people should not struggle needlessly with the challenges they face today, then we can work together to help them develop coping strategies and, in turn, stronger characters, which will surely lead to stronger communities.

TO CONCLUDE
It’s great to see the faculty members at Smith College and elsewhere striving to cultivate a culture in which failure is not only acceptable, but presented as a means to learn, grow and develop. If more of us can be open about our failures and show how they helped us to where we are today, perhaps young people will come to realise that failure isn’t the end of the world but simply a stepping stone along the path of self-knowledge and learning.

If we have a role to play in the lives of future leaders, that role is surely to develop independent thinkers who are confident in themselves and have belief in their potential.

Thrive on, Be A Leader!
THE BORDERLESS WORKPLACE

WHAT’S IN STORE FOR LEADERS, TEAMS, AND ENTREPRENEURS

By CHERYL CRAN
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THERE’S no question about it: we are living and working in head-spinning times.

On one hand, we have major challenges with world and local events (politics, traumatic events). On the other, we have major progress being made with movements led by change-makers (diversity, equality, protection laws).

It’s easy to get swept up in the negative as we head toward an uncertain future – we worry about our safety, we believe that robots will take our jobs, and we worry about what the future holds for us on a personal level.

Technological innovation coupled with a ‘people first’ focus has the potential to completely transform our lives, our industries, and ultimately the world.

FUTURE OF WORK

Let’s take a look at some positives for the future as it relates to leaders, teams, and entrepreneurs.

Leaders need to shift their thinking and guide and lead the change towards transformational business.

The future of work is here, now – strategies and plans made now can determine whether a business will win the war for talented people and remain relevant in its industry.

1. LEADERS
   - Leaders need to develop a new way of thinking about people and refigure the business to be more people-focused.
   - They need to recognise the need for ‘incentives’ and ‘inspiration’ to increase people engagement.
     - Companies such as Airbnb give their team members USD2,000 as annual travel allowance to stay in an Airbnb anywhere in the world.
     - Netflix offers unlimited parental leave and an in-office theatre to show upcoming Netflix features.
   - Leaders need to shift their thinking about people as ‘necessary to get work done’ to thinking about people as gifts.
     - That’s right, leaders need to be grateful.
     - This means it’s not enough to just say “yes” to a job, or a contract, or an opportunity.

2. TEAMS
   - Each team member needs to build his or her multiple intelligence – this includes emotional intelligence, creative intelligence, personalities intelligence, generations intelligence, and technological intelligence.
   - Teams of the future are fast-moving, agile, and innovative. That means every person on the team needs to step up his or her game to be a high-contributing member of the team.
   - With the rise of freelance and contract workers, teams are increasingly diverse.
     - Teams need to be able to shift focus and shift team dynamics rapidly: they need to adopt and integrate new people and new dynamics into the team quickly and effectively.

3. ENTREPRENEURS, FREELANCE-ERS, AND CONTRACTORS
   - Entrepreneurs/freelancers/contractors need to be hyper vigilant about one focus – ‘adding value’.
   - This means it’s not enough to just say “yes” to a job, or a contract, or an opportunity.
   - To be a highly valued asset to companies hiring entrepreneurs – the entrepreneur needs to find ways to add value beyond the norm.

For example, you might have accepted a contract to help with increasing social media presence for a company. Prior to creating the social media calendar, you would have researched the competitor’s social media feeds and created a matrix to show how your strategy can beat the competition’s.

- The freelance economy is expected to triple in the next few years – Gen-Zs and millennials are flocking to working on contracts rather than full-time jobs.

As the entrepreneur economy expands, people who have developed and matured their ‘people skills’ will be the most successful.

It’s not enough to be tech savvy and to get stuff done quickly – employers want people who can get along well with other people, who can communicate in multiple forums such as face-to-face, on virtual calls, email, text, and instant messaging.

The freelance economy is expanding, people who have developed and matured their ‘people skills’ will be the most successful.

- Cheryl Cran is a future of work and change leadership expert, the author of “The Art of Change Leadership” and the founder of Evolutionary Leadership Training. Email us at editor@leaderonomics.com if you would like to share your thought on the future of work.

GROW, BUILD, TRANSFORM.

AT LEADERONOMICS, we believe leaders can profoundly affect the social, economic and spiritual health of communities they belong to. And we believe that all human beings have the potential for leadership. No matter who you are, what you do and whatever challenges are hampering your progress, Leaderonomics can help you and your organisation achieve maximum potential.
How to Thrive as a Freelancer

10 Practical Tips to Make it Out There

By Crystal Cha
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F

or the past three years, I’ve worked as a freelancer with over 30 clients, focusing on content marketing, social media management, and thought leadership.

Many people have asked me how I did this while pursuing a demanding Master of Business Administration (MBA) programme which involved 40 hours per week of face time with professors and classmates (not even counting homework hours).

Now that I’ve ventured back into a 9-to-5 job, I thought it would be timely to reflect and share what I learnt along the way.

According to a New Straits Times article (dated Nov 22, 2017), freelancers in Malaysia make up more than 10% of the workforce and that number could reach 50% within the next few years. If you’re planning to dive into the world of self-employment, these 10 practical tips are for you!

1. Understand That What The Client Is Asking For Is Not ALWAYS What They REALLY WANT.

I’ve had many client relationships begin with quotation requests for blog posts or social media posts. As I began to dig deeper, I found out they needed help with brand direction or public relations.

You’re the expert, so don’t just do what you’re asked to do. Ask questions. Understand their business goals.

Explain the difference between long-term investments (search engine optimization, or SEO), branding, awareness, and short-term gains (ad campaigns, traffic, conversions), and help them align your work with their business goals.

2. Seek To Understand Before Being Understood.

Although you may be the expert when it comes to your field of work, always maintain respect for the client.

If you cannot respect a potential client, politely turn down the opportunity and say: “I don’t think this is a fit.”

I have been guilty of assuming everyone has the same marketing know-how. When I began to ask questions unrelated to the scope of work, but about their business goals and challenges, I began to learn more about how I could add value, instead of just churning out work.

3. Build a Collaborative Relationship.

This is about mindset. Don’t think, “I’m just a freelancer, I can’t tell my client that his or her strategy may not be working.”

A good client will value your feedback.

There are times clients will be delayed with feedback or payments. You could get annoyed, or you can be understanding and patient – while expecting them to do the same for you in return.

My ideal relationship is one where a client can tell me they’ll be late to a call as they need to pick up their kids and I can ask for more time on a deadline due to an upcoming examination – because there is mutual respect.


As a creative person, I didn’t like to think about sales. And I hardly ever intentionally set up “sales meetings” or “exploratory chats”.

But I found myself doing “sales” simply by having the set of wanting to share and educate people about the work I do.

It usually starts with: “Hey, I have a friend who was looking for some help. Perhaps you could have a coffee with him and see how you can help?”

These chats would consist of 30 to 60 minutes of learning about their business and learning what makes them tick.

These have costs associated – expensive Starbucks coffee, travel and parking, etc.

5. Have a List of Questions Prepared When You Meet a Potential Client.

During my early coffee chats, I brought along a printed questionnaire containing questions like: What are your business goals? Who are your biggest competitors? Which brand’s voice do you admire?

What time of the month they usually pay clients, and whether they would agree to a confirmation payment before work started.

I learnt that chasing people down for money is one of the most stressful and time-consuming things you can do as a freelancer.

The best way to avoid that is to learn to spot a bad paymaster.

If a person takes forever to respond to emails, or if it seems that they aren’t on top of their accounts, those are usually warning signs.

There are times people forget, but usually, they are apologetic about it.

One client who couldn’t care less about your services as a freelancer. As a result, you will not be able to add much value to their project.

Someone who couldn’t care less about whether you get paid or not respect your services as a freelancer. As a result, they are apologetic about it.

You learn how to pick your clients. You learn to structure your projects better.

6. Don’t Be Afraid to Talk about Payment Terms, and Be Firm.

When I first started out, I was so desperate to close every potential client. I did not press enough for details like: 1. whether they would be able to pay me on time 2. what time of the month they usually pay clients, and 3. whether they would agree to a confirmation payment before work started.

7. At the Same Time, Be Flexible.

A new relationship with a client is a bit like dating.

At first, it’s important to first establish the boundaries – such as payment terms.

Over time, the trust builds and things don’t need to be so rigid.

If someone has a good track record of paying on time, and you need to suddenly put a project on hold or change the way they are being billed, be flexible!

It may cost a small amount in the short term. But in the long run, future revenue from a happy client will far outweigh the inconvenience.

8. Don’t Neglect Your Health.

When you neglect your health, your work will suffer and you will burn out.

Schedule in regular runs or hit the gym. Eat meals on time. Or, schedule meetings around meals.

This is not only healthy, it’s also a nice way to feel less isolated and maintain a social circle by scheduling meals with other freelancers, flexi-workers, or clients.

9. Learn from Disasters.

A client disappears without paying you despite all your best efforts to contact them on every possible method available.

A person you’ve worked with leaves the company and your monthly retainer is cancelled.

Your laptop crashes with all your work saved on it.

These are not “ifs” if you are a freelancer – they are most likely “whens.” So you learn from them.

You learn how to pick your clients. You learn to structure your projects better so there’s long-term continuity even if company structures change. You learn to back-up your work on the cloud.

10. Be Proactive about Staying Inspired.

Being a freelancer will be downright boring and mind-numbing at days.

Like most other jobs, there are many days when the work feels repetitive, and you feel like you’re out of new ideas.

I wouldn’t have survived without subscribing to newsletters like those from Jeff Goins, Henneke Duistermaat, Copyblogger, Neil Patel, etc.

Being a freelancer requires a truck-load of motivation and inspiration, and you need to be reaching for outside sources.

Crystal is a marketing and copywriting specialist who is passionate about helping brands drive success with content marketing and social media.

After 5 years in corporate Malaysia and 3 years as a freelancer, she recently graduated with an MBA from the Asia School of Business and is now working in the adtech space.
Talent Management in the Digital Age: 4 Competencies You Need to Navigate a Liquid Workforce

By Laura Yee

Laura Yee@leaderonomics.com

It’s an exciting time to be alive. Technology is changing how we work every day and our work environments are being disrupted by the latest news, most recent trend or the next big thing.

Co-founders of EREZeki.my (formerly known as Multimedia Development Corporation or MDeC) Dr. Elhadad Rezeki and Ramlah Tai recommended that organisations focus on the quality of their systems and digital infrastructure as well as measures and improvements in the areas of talent acquisition, development, placement and management.

Talent Acquisition

Talent Acquisition is the act of identifying quality candidates to fill open positions within the organisation. The goal is to focus on the process of identifying and attracting qualified candidates to apply for a position.

Talent Development

Talent Development focuses on equipping employees with the knowledge, skills, and abilities required to perform the job. This can include training, coaching, and development programs designed to help employees achieve their professional goals.

Talent Placement

Talent Placement refers to the process of filling open positions within the organisation. This includes recruiting, interviewing, and selecting candidates to fill these roles.

Talent Management

Talent Management involves the ongoing process of managing the full employee lifecycle, from recruitment to retirement. It includes hiring, onboarding, performance management, and succession planning.

Talent Management in the Digital Age

With the rising adoption of technology, the expectations of employees have also changed. Employees now expect their organisations to provide them with the tools and resources they need to be successful in their roles. This includes access to technology, training opportunities, and career development programs.

In this new environment, organisations must be prepared to adapt to the changing expectations of their employees, while also finding ways to attract and retain the best talent.

In this article, we will explore the four competencies you need to navigate a liquid workforce:

1. Flexibility: Flexibility is the ability to adapt to change and can be achieved through the implementation of agile practices and flexible work arrangements.

2. Agility: Agility is the ability to respond quickly and effectively to changes in the environment. This can be achieved through the implementation of adaptive management practices and continuous improvement cycles.

3. Resilience: Resilience is the ability to recover from setbacks and challenges. This can be achieved through the implementation of stress management and mental health support programs.

4. Innovation: Innovation is the ability to come up with new and creative solutions to problems. This can be achieved through the implementation of innovation and creativity workshops and programs.

By mastering these four competencies, organisations can better equip their employees to work in a volatile, uncertain, complex, and ambiguous environment.

The gig economy is here, and it’s continuing to grow. Leaders need to adjust their strategic workforce plans to accommodate this new reality.

The gig economy refers to a new type of worker who is hired for short-term or part-time projects, and is often paid on a freelance basis.

What about Malaysia?

In Malaysia, crowdsourcing platforms such as Z uncontested, buying groceries for people living close to his home by signing up for part-time online work.

Managers have to ensure that independent contractors don’t look like they are simply just being paid to do a task. They need to be given meaningful work that provides them with a sense of purpose and value.

Managers must be courageous to have open, honest conversations about people’s aspirations for the future.

Top talent needs to be retained by moving them to more challenging opportunities, or to set the stage for the gig.

It’s not an easy thing to do, given that we are consistently challenged with situations, circumstances and individuals that repeatedly demand a cycle of our attention.

For freelancers, the world is their office. Whether it is sports or business, a high level of focus is required to maintain a high level of performance. Whether it is sports or business, a high level of focus is required to maintain a high level of performance.

The good news is, once you hit a certain level, you get a lot of practice in being laser-focused.

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MY NAME IS CAPTAIN KIDD!

LESSONS I LEARNT FROM DIODE KIDS 2018

By JASON LIM
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"What a fun-filled adventure!"

"Good morning crew, my name is Captain Kidd!"

EIGHT simple words, four short weeks. Two long days. One big adventure. I love telling stories. So, when I found out our Leaderonomics Youth team was about to have a two-day, storyline-based kids programme, I was obviously psyched! So much so that my supervisors noticed and decided to entrust me with the ambitious task of revamping the script of the story in just five days. At this point, you may be wondering, why five? Well, when I came in, we had less than a month left to the programme. Considering other factors like acting practices, props and such, we knew the script needed to be out fast! Hey Jason, why the revamp then? Well, let’s just say that the story outline was great; just that, it wasn’t yet a story per se, catch my drift? Regardless, the task was right up my alley and it would’ve been a ‘writer’s crime’ if I were to forgo the challenge, and boy, am I glad I didn’t!

Here are some lessons I learnt:

1. Be passionate enough that others begin to take notice

Confucius once said: “Choose a job you love, and you will never have to work a day in your life.” As ideal as that may be, the reality is that in today’s market, most of us don’t get to choose our jobs. We have to take whatever that is made available to us. So instead of chasing that dream job, why not make it come to us? How, you may ask?

Start by being passionate about what others take notice. I was passionate about writing stories; my initial work scope as an intern may not have included writing scripts, but because I was passionate enough about it, people took notice, and I got what I wanted on my plate!

2. Be passionate enough that you become a catalyst for change

The world-renowned athlete Sir Roger Bannister did the impossible on May 6, 1954 when he became the first to run a mile in less than four minutes. Back in 1940s, this incredible feat was deemed impossible by both doctors and scientists. Yet, in less than 50 days from Bannister’s staggering achievement of 3:59.4 minutes per mile, athleticism and ultimately, have fun! One of the most amazing moments was when the main character, Captain Kidd, asked the children if the antagonist of the story, Captain Morgan, deserved a chance to redeem himself and be a better man. Without hesitation, everyone shouted a resounding “Yes!” You may think that they’re just children, so of course they would say yes!

But if you were there during the two days, you’d know that saying “Yes!” was really nothing less than a special moment for the kids in which their “bad guy” was given a chance to be their friend. The kids became real for the story, and in the end, the story became significant for them.

3. Be passionate enough that it goes beyond yourself

I love stories – be it writing, telling, or reading about them. It could just stop there. After all, it is my passion. But if you were there during the two days, you’d know that saying “Yes!” was really no more than a special moment for the kids in which their “bad guy” was given a chance to be their friend. The kids became real for the story, and in the end, the story became significant for them.

WOMAN I AGAIN?

As I end, a parent texted our team to thank us for giving her son such a memorable experience. To be honest, I don’t know how many of those kids were impacted by the programme or the story, but I know one kid was, and that’s good enough for me.

My name is Jason, but to the kids, I am their captain. I am Captain Kidd!

The recent DIODE Kids Programme took place on June 9–10, 2018, and will be held again on Nov 10–11, 2018. More information will be released leading up to the event.
EMBRACING CHANGE

How to make it work for you

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1. Communicate
   Use clear, simple language to either communicate change, or clarify change.

2. Be informed – Learn
   There’s no denying this – learning is the most effective way to mitigate change.

3. Practise what you have just learnt
   Now that you’ve been updated with all that you know to face this change, you’ve passed one level. It’s time to put it to use.

4. Keep an open mind
   This is where the process becomes more challenging – keeping an open mind essentially means, being willing to let go of strongly-held beliefs and accepting new ones.

The format change from print to digital was transforming talent and officers and C-level executives on how they had to manage their industries. On average, 76% of media executives topped the list of 13 industries who anticipated moderate to massive amounts of disruption with digitalisation.

‘The Medium is the Message’

Long ago, as a journalism major, I remember becoming fascinated with the works of Marshall McLuhan, a renowned Canadian professor and philosopher.

McLuhan’s point revolves around the way people interact and work together and the way that new media and technology affects change. He was a leader in this field in the 60s of a “global village”. It was his way of understanding the impact that technology would bring to society.

Unfortunately for McLuhan, he did not live long enough to see the larger part of his theories realised. He died in 1980. However, his theories realised. He died in 1980. His seminal work – the 1964 book, Understanding Media: The Extensions of Man – became one of the most powerful predictors of changes in the media industry. At the time, however, his ideas were deemed rather controversial.

With “the medium is the message,” he had said that the way someone receives information mattered as much as – or even more than – the actual content itself.

Technology changes society and structures by – in his own words – “creating different kinds of awareness.”

The message’

‘The medium

Today, the way we interact and work together is changing at an alarming rate. With every new wave of technology, we are forced to digitalise and rethink how we work – either for an individual.

Here are some of the ways in which people – leaders, followers, bystanders – can embrace change and make it work for them.

MANAGING CHANGE

There are two scenarios where people see and experience change.

1. They have no choice in the matter, and they have to embrace it, or;
2. They have decided to embrace something new consciously, to allow themselves to grow.

Neither of these scenarios can be easy for an individual.

When I became a new mother eight years ago, I had to learn about everything all over again despite having chosen to embrace motherhood. I was stifled by my inexperience and inability to trust my judgement.

If someone decides to change, however suddenly – you have to be able to compartmentalise the stress, and act on each of the emotions that arise individually, to be able to manage change as confidently and securely as possible.

When faced with something outside the ordinary – perhaps a new routine, or a shift in the order of our workflow – we find ourselves on new terrain again after having worked hard to get something right.

During these times, there’s even more reason for clarity, and speaking plainly helps.

There will be some amount of confusion. In the workplace, or in teams, it’s best to talk to one another. Where possible, have face-to-face sessions with people involved in this change and explain to them what is about to take place.

Studies have shown that especially in today’s digital age, communicating change in person to your team or followers works better because:

- Non-verbal communication is powerful.
- Face time gives you not just words, but other important cues in body language, eye movement and intonation.
- It gives one the opportunity to address sensitive questions and deliver information precisely and with impact.

To be able to learn correctly in a way that empowers, you will have to do more than just desktop research – you will also have to speak to the people.

Discuss your situation with those who have experienced similar changes and understand how they mitigated uncertainties to come out successful. A brand-new learning journey can give you the space to replace or complement old beliefs with current ones.

To be able to learn correctly in a way that empowers, you will have to do more than just desktop research – you will also have to speak to the people.

Discuss your situation with those who have experienced similar changes and understand how they mitigated uncertainties to come out successful. A brand-new learning journey can give you the space to replace or complement old beliefs with current ones.

3. Practise what you have just learnt
   Now that you’ve been updated with all that you know to face this change, you’ve passed one level. It’s time to put it to use.

Get into a habit and acclimatised as much as you can. If there’s a need to understand how a new tool works, practise it; if it’s a new language, speak it.

Any time change is about to happen – and we get a heads up – we’ll have to work on staying ahead of the game.

By LYDIA GOMEZ
lydia.gomez@leaderonomics.com

www.leaderonomics.com | Saturday 23 June 2018

Like this article? Follow Leaderonomics on Facebook, Twitter, LinkedIn and Instagram.

Admit it, we all hate crisis. Why? Because they can be extremely painful. And we are naturally hard-wired to avoid pain. Yet, crisis is the basis of change and potential success. Do you have a clear case to take that leap of faith for change? Check out this story here on Leaderonomics.com. bit.ly/ RTcrisischange

www.leaderonomics.com | Saturday 23 June 2018

Remember the animal inside Out? The story threw up a number of thought-provoking questions about the way we process emotions, and how that changes through our journey from being a child to adulthood. To learn some lessons from the story, check out our new Leaderonomics.com: bit.ly/ Aflinsideout

Lydia is the managing editor of Leaderonomics. She is fortunate to have stayed in the media industry for 14 years. She believes that you can’t understand the meaning of persistence, patience and sustainability when you grow your own food. 
The gig economy has always existed, but never at such a torrid pace. We look at two kinds of gig: 1) companies in rapid change go gig; 2) new powerful talent workforce.

The challenge for managers is matching the current temporary needs of the gig economy with the pool of temporary workers.

In the beginning... SHOW BIZ GIGS

This is a business that has always been a gig economy – job-to-job, project-to-project,无论是否是一场演出， yet. Even so, we are a private company devoted to theatrical productions and concert work. We produce our own shows and will be back in New York and across the nation of companies that need coders to come in on a contract basis. This is often the case at technology companies developing a technical solution that is new or untested. There’s an opportunity to match people to job search sites. This is a regular occurrence, especially for people in the gig economy, the competition is fierce. 4. Speed to market. Gig candidates should engage in a gig-to-gig process, on an as-needed basis. It seems like the FIFA World Cup has become a stage where the powerhouses still stand, while the new players still linger in the minds of many fans. Here are some lessons we can learn from the world’s biggest sports event for Asian football fans: bit.ly/leaderogwdwcup2022

I do not know anyone who has got to the top without hard work. That is the recipe. It will not always get you to the top, but should get you pretty near.” – Margaret Thatcher

Innovation has become almost a requirement for organisations to stay ahead of the competition. Leaderonomics director of client engagement Caroline Ong discusses the importance of setting certain boundaries, even as we encourage the freedom of innovation. Listen to the podcast: bit.ly/GRInnovationboundaries

HoW CAN MANAGERS DEAL WITH THE TRICKY WATERS OF THE GIG ECONOMY?

Consider that according to McKinsey, ‘some 20 to 30 percent of the working population in the United States and the EU-28 countries are engaged in some form of independent earning today’ So, one out of five people are independent workers, and there are substantial numbers of those workers. Moreover, gig workers ago in some large corporations. ‘You need the flexibility to tailor to the right people at the right place and at the right time. The talent pool can quickly become sparse. ’ – Margaret Thatcher
We all know we should be kind to others – our families, co-workers, neighbours, strangers. Everyone benefits. But how does it benefit you? Read on to find out more: bit.ly/kindness-brain

Giving turns out to be much more than a "soft" value – it offers real, tangible benefits to both givers and receivers, and enhances the culture of an organisation as a result. Roshan Thiran expounds this in a thought-provoking article at: bit.ly/whybeingkindmatters

Giving turns out to be much more than a "soft" value – it offers real, tangible benefits to both givers and receivers, and enhances the culture of an organisation as a result. Roshan Thiran expounds this in a thought-provoking article at: bit.ly/whybeingkindmatters

LOSSING OUR HUMAN TOUCH

to say my life changed as a result of this is certainly not an understatement. What really changed was the incredible connection that I’ve had with both complete strangers and friends alike. Try doing these three very simple things yourself, just for one day, and see how you feel at the end of the day. They sound simple, but they actually aren’t because most of us have lost the ability to do these simple little “humanism” acts on a daily basis as we toil about with our busy lives.

HOW A BANANA MADE A DIFFERENCE

One day, I was on a short flight. Just as the cabin crew were about to close the door, an elderly man came running onto the plane. He was out of breath, he clearly didn’t speak much English and he was quite flustered. He took the seat next to me and settled in as we got ready to take off. Once we were in the air, I opened my bag and pulled out two bananas. I offered the old man a banana and he stopped and looked me in the eye and got all teary. In very broken English, he said that he was a very long way from home, he was feeling very alone, unsettled, and afraid, and here a complete stranger was offering him some food. He suddenly felt that everything would be okay – which in turn, made me tear up. It was, after all, just a banana. The reality of life is that we have become so busy, so preoccupied, so distracted, that most of us don’t even stop to make eye contact with other people, let alone offer a simple act of kindness. But when we ignore any perceived embarrassment by, for example, walking into an elevator and saying ‘good morning’ to everyone in there, we have the ability to positively impact people’s lives. The life we impact the most is our own. I was reminded of that by offering an old man a banana.

WHY BOTHER DOING THESE THINGS?

What a great question. I know that the more I look people in the eye and smile warmly, the more I offer a sincere compliment, and the more I simply try to make every interaction with another human being meaningful in some small way, the more my life becomes immeasurably happier. This, in turn, has a major impact on everything in my world.

Andrew Griffiths is a Cairns, Australia-based serial entrepreneur and the author of 12 books on starting, managing, and growing small companies. He is a founding mentor in the global entrepreneurial programme, Key Person of Influence, and presents around the world on small business, consumer trends, entrepreneurship, and publishing. To share your thoughts with us on this article, send an email to editor@leaderonomics.com.

COMMUNICATING VS CONNECTING

3 WAYS TO FORM MEANINGFUL CONNECTIONS IN YOUR LIFE

By ANDREW GRIFFITHS
editor@leaderonomics.com

WHILE we seem to be doing a whole lot of communicating, we seem to be struggling with connecting.

I have no doubt that this is impacting our lives and our business. But, how do you have more connections in your life on a daily basis and to what end?

1. I look people in the eye and smile a warm, friendly smile.
2. I say a big hello while I’m smiling.
3. I pay as many people as I can a sincere compliment.

NO PRINT PULL-OUT NEXT WEEK.
WE’RE GOING FULLY DIGITAL!

The Leaderonomics pull-out will not be available in print next week. Instead, you can get a copy of our digital exclusive issue at bit.ly/ldrEmag

Look out for two bonus pages in this week’s digital pull-out!

You’ll see us in print again on July 7th.
You can also subscribe to our mailing list at bit.ly/subscribeLD and we’ll send you the digital issue. Easy!
LEADERSHIP LESSONS FROM THE WORLD CUP FOR OUR ORGANISATIONS AND OUR LIVES

1 CELEBRATE LIFE

The World Cup is the highest honor in football. I recall some of its great lessons to us on the first ever Asian team to make it to the Korea beat Spain on penalties to become a joyous mood. The memory of 18 June 2002 at the Hampden Park Stadium in Glasgow was one of the most amazing spectacles. Croatia thanks to Lilian Thuram's wonder goal in the 1998 World Cup, watching a memorable semi-final against Argentina that day and I sat in my office such as leadership changes, mistakes elsewhere. Costa Rica, Algeria and Morocco showed us in World Cup 2002 that team organisations, football, excellent talent and systems aligned to play. You give your best and you win. Costa Rica overcamealy as papers that your team is losing, gave the World Cup. Germany has an amazing record of consistently being at the World Cup. Except for Argentina's victory in 1986, most World Cup winners have specified a season or two until they have. It is the team that is most organized, where players are playing to their strengths and there is a clear system and structure that wins the World Cup.

2 SYSTEMS AND STRUCTURES ALMOST ALWAYS OUTWEIGHT TALENT

Leadership. I watched some of its great lessons to us on the first ever Asian team to make it to the Korea beat Spain on penalties to become winners. The memory of 18 June 2002 at the Hampden Park Stadium in Glasgow was one of the most amazing spectacles. Croatia thanks to Lilian Thuram’s wonder goal in the 1998 World Cup.

3 PRESSURE IS PART OF THE GAME – LEARN TO MANAGE IT

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4 FLEXIBILITY MATTERS

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5 YOU CAN STILL WIN WHEN YOU LOSE

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6 FOOTBALL IS NOT AN 11-MAN GAME

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7 YOU WIN WHEN YOUR TEAM WINS

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8 WINNING REQUIRES DIFFERENT FORMATIONS

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9 MONEY MAY BE THE ROOT OF ALL FAILURE

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10 NEVER BELIEVE THE DOUBTERS

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