

To Lead the Change Process towards Best Management Practices

Message from the Executive Director

Welcome to MAP's e-newsletter **insightmap** for the period July 2018 to September 2018:

The highlights of this quarter's e-newsletter include the details and memoirs of our programs and training sessions; **MAP Leading Pakistan Series: InsureTech – A Perfect Storm in Insurance Industry, Achieving Goal Zero in Accidents, Business Innovation & Design and Design Safety.**

Additionally, we are pleased to share a thought-provoking article on **"The Generational Divide; Age Diversity!"** for your reading pleasure. Some **"Interesting Facts"** and **"Points to Ponder"** have been quoted to make this Volume of **insightmap** more exciting for you.

We are pleased to welcome our new institutional and individual members who have joined us this quarter.

We encourage our member companies to contribute brief news items about significant events taking place in their companies, which they may like to share with our membership network.

We thank all MAP members who have renewed their membership for 2018, their updated membership certificates are being mailed; those who have not been able to do so because of their preoccupation, are requested to please expedite.

Sincerely Yours,

Salah Uddin

Table Of Contents

Message from the Executive Director	1
MAP Welcomes New Members	2
Programs & Events	3-7
The Generational Divide; Age Diversity! by Mr. Sarfaraz A. Rehman	8
Interesting Facts	9
Upcoming Programs Calendar 2018-19	10
Institutional Members Category C	11
Institutional Members Category B	12
Institutional Members Category A	13

TECHNIQUE
EXPERIENCE
RELATIONSHIP
GUIDE
PROCESS
PERSONAL
LEARNING
REVERSE
CHALLENGE
BUSINESS
MENTORING
HELP
APPRENTICE
DIALOGUE
DEVELOPMENT
COMMUNICATION
FORMAL
COACHING
KNOWLEDGE
MENTOR
BLENDED
PROGRAM



MAP Welcomes New Members

Institutional Members

- Hawk Advertising & Communications



- Millat Industrial Products Limited



Individual Members

- Dr. Syed Hedayat Ullah Hussaini



MBBS & MPH working at Marie Stopes Society as SR. GM programs support.

- Mr. Ashoke Kumar



Chartered Accountant ACA and Diploma in Project Management working at EY as a Partner

"InsurTech will both save the industry if we embrace it and call it innovation, or it will destroy the industry as we know it today... if we ignore it and treat it as disruption."

- Jason Brown, Group Chief Risk Officer, QBE Insurance Group

Leading Pakistan Series: InsureTech

A perfect storm in Insurance

12th July 2018

New technology, savvy players are entering the insurance sector, bringing the full force of their innovative, disruptive, opportunity-laden power. They will change the terrain on which incumbents compete, bringing changes not unlike those seen in banking sector with the emergence of the fin-tech companies.

The World Economic Forum recently said "the most imminent effects of disruption will be felt in the banking sector; however, the greatest impact of disruption is likely to be felt in the insurance sector".

wearable, claim acceleration tools, individual consumer risk development systems, online policy handling, automated compliance processing, and more. **InsureTech** is not just an increase in the way that technology is disrupting the insurance industry, but is also changing consumer expectations and demands.

The importance of hyper scaling was also highlighted as to how hyper scale solutions deliver the most cost-effective approach to address the demanding set of requirements. He delineated that Insurance companies encompass monotonous, inefficient, and drawn-out questionnaires; however, **Chatbots** can easily engage customers by sending them text with little snippets replying to their questions looking for straight answers. They help in evading idleness as they can swiftly analyze the data they gather from the customer so as to work out the risk involved with their profile. **Chatbots** can easily modify the conversation to make it more personal and welcoming for the customer. He further added how **Millennials** are largely dependent on internet to learn or share something. They expect their network to interact automatically through devices which are in their palms because consumer always prefers ease which we have to create for them with these changing preferences.



Considering this major dynamic change in the insurance sector, MAP arranged an evening session by Mr. Tahir Ahmed, CEO and Managing Director of Jubilee General Insurance on the topic "**Insuretech – A Perfect Storm in Insurance.**"

Mr. Tahir initiated the session by explaining that **InsureTech** is a part of new technology that is disrupting the insurance space by: smartphone apps, consumer activity



"The human spirit must prevail over technology."

- Albert Einstein

Leading Pakistan Series:

InsureTech

A perfect storm in Insurance

12th July 2018



"I can't change the direction of the wind, but I can adjust my sails to always reach my destination"

- Jimmy Dean

Workshop: Achieving Goal Zero in Accidents

18th July 2018

by Dr. Tahir Barlas

The journey to a safer work environment looks different across industries and organizations, but an increasing number of successful companies are adopting Target Zero as a key component of their corporate mission statement.

Considering how important it is to enlighten this concept among developing organizations of Pakistan, a one day workshop on the topic **"Achieving Goal Zero in Accidents"** was organized by Management Association of Pakistan (MAP) which was led by a renowned trainer in HSE industry, Mr. Tahir Barlas.

Mr. Barlas explained how by applying zero accident vision all accidents can be prevented. To continuously improve safety performance at your organization, it's time to re-think Target Zero as part of your safety mission. It's imperative we strive to make our workplaces safer and lower risk every day, but we need to be mindful of how we are positioning risk mitigation in our organizations. Mr. Barlas added "as HSE professionals, we should focus on setting and achieving more accurate and realistic goals – like eliminating hazards, risk and incidents, rather than reaching a zero injury target."

Developing an effective safety management system can be a daunting prospect, even for the most experienced Health and Safety professional, especially if they are starting from scratch! Starting the process is probably the hardest part and also getting all the main players on board. Once we have commitment from everyone, we can really make some positive changes, within any company, big or small. We will see workplace health and safety improve year on year by implementing and committing to a robust Safety Management System.

The majority of companies, who already excel commercially, usually excel in the area of Safety Management too. This is usually due to the fact that they incorporate similar business values to the area, which they know can help them succeed. In short, they treat health and safety as another facet of the business and rank it at the same level of importance.

Mr. Barlas concluded by saying in the long run, the commitment, investment and hard work that goes into developing a Safety Management System will pay off, tenfold. The effort is worth it and always worth it when you are creating a safer and healthier workplace for everyone!



Participants From:



MEHRAN
SUGAR
MILLS
LIMITED



MANAGEMENT ASSOCIATION OF PAKISTAN

Workshop: Business Innovation & Design

7th - 8th August 2018

by Javaid Ahmed

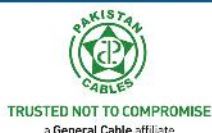
Business innovation and design is an organization's practice for leading new ideas, workflows, methodologies, services or products. Like IT innovation, which appeals for using technology in new ways to create a more effective and agile organization, business innovation should enable the accomplishment of objectives across the entire organization, with the vision of the business aims and initiatives. Innovation often begins with idea generation, wherein ideas are narrowed down during brainstorming sessions, after which leaders consider the business practicality, feasibility and desirability of each idea.

Business innovation is the complete process understanding from visual developing of your current strategic profile while using "As-is" Canvas along with understanding the customers pain points with the Buyer Utility Map tool. Furthermore, identifying new customers with the three tiers of non-customers and strategically thinking beyond by the six path framework that will lead to create new strategy and provide various tactics with the formation of "To Be" canvas.

Considering the significance of corporate novelty, MAP conducted 2 days' workshop on 7th and 8th August on **Business Innovation and Design "Disrupt-Create-Innovate"** by Mr. Javaid Ahmed, Sr. Fellow Strategy and innovation. He elaborated and discussed the complete cycle of creating innovation which begins with articulating ideas moving through discovery then onto development and delivery. Additionally, the value can come from crafting new revenue opportunities or driving more revenue through existing channels; the results of an organization's innovation process should yield a competitive advantage; it should help the organization to grow and reach or, better still, exceed strategic objectives.



Participants From:



Workshop: Design Safety 4th September 2018 by Khalid Latif

Design Safety provides design fix ups and engineering superiors with a range of tools and techniques for incorporating safety into the design process for complex systems. It explains how to design for maximum safe conditions and minimum risk of accidents early in the design process to eradicate or minimize the risks of injury throughout the life of a product being designed. It comprehends all design including amenities, hardware, structures, equipment, products, layout and configuration.

Safety failures in high-hazard industries can be disastrous and lead to deaths and damages, environmental destruction and property loss. To prevent such failures and considering the significance of safety strategies, MAP conducted 1 day workshop on 4th September on Design Safety "Safe Actions bring lasting Satisfaction" by Mr. Khalid Latif, founder and consultant at KL-Technical and HSE Services.

The workshop focused on the rules and laws related to such safety measures. Moreover the criteria and the guidelines were discussed briefly along with the country specific codes and standards which leads an organization to identify the error/mistake proofing and how they can lead their company to profit center through design safety.



Participants From:



MANAGEMENT ASSOCIATION OF PAKISTAN

"We do not belong; no one listens to us; we simply do not exist. It's as if we have fallen off the back of a truck and no one has noticed"

The Generational Divide; Age Diversity!



Sarfaraz A. Rehman
Executive Committee Member

When we were growing up, the difficult teen years and maybe early stages at work were testing periods. In a generation where communicating with older people was generally cautious, sometimes stilted and distant, it was always put down to the generation gap. But the good thing was that everyone involved could see the light at the end of the tunnel. Times uncountable, one heard how this problem will be over post teens, or for young employees as soon they settle down.

Push forward thirty years and something has changed. Today the generational gap has expanded dramatically and really come home to roost. It is no more about a few years. All of us are engulfed in it all the time. It's more like a generational war between old and new. We saw it in action in 2016. Both the Brexit and Trump votes showed the age divide in the segments vote.

Older people generally are less concerned about the materiality of things. It's more about culture, nationality, independence, the feeling of isolation and being disenfranchised. "We do not belong; no one listens to us; we simply do not exist. It's as if we have fallen off the back of a truck and no one has noticed". The older generation is feeling left out, perhaps technology and social media making them less relevant. Hence there is a reaction, against economics, more about culture, more about race and nationalism.

The younger ones are concerned about the future shape of things. They have grown up in a networked environment and are at home in this global village. They are less worried about migration and how society is being homogenised. It's about eco systems, environment, interlinkages and how to make a prosperous future. Make the global village work together. And at the backend, how best to deal with rampant technology, use it and drive it further. There is a further change in Millennials (early 80s to late 90s birth) thinking. Research is showing that ideas about prosperity are changing. Millennials are opting for valuable personal experiences than necessarily outright ownership of property. This is part of Maslow's Hierarchy of Needs. As Millennials have grown up in a more secure environment, they do not necessarily feel property ownership is a purpose in life and would much rather go on a holiday and value that experience more.

Partially this generational gap is laid on the door of demographics. In many developing countries the youth bulge is giving the under 30s a very large



and dynamic say in society. This leads to a face off, between the conservative and liberal agendas.

Quite the opposite, in developed societies with birth rates dropping and population ageing, it is the older population which has a significant vote bank, and it is this population which is driving a nationalistic agenda. You see that with Brexit and Trump votes.

What is coming is a more scary generational scenario. As the world population growth declines and comes to a standstill somewhere around 2045, the older population will become bigger in numbers. However, technology and the operations of the world, will be more readily handled by the youth. Simultaneously, the older population will start retiring in big numbers. The responsibility to run the world and provide for a growing old age population will fall squarely on the youth. As the retired population increases, it will be fewer younger people providing for more and more older people. One can actually see an 'inverse responsibility pyramid', leading to a generational conflict developing and chaos prevailing. This is all the more likely, as the then youths will not attach much value to wealth accumulation. So looking after the workings of an aging world will become a huge bind for them.

Since this eventuality of generational conflict is so obviously apparent today, governments and world organisations need to come together to carve a plan which shall stop this terrible situation developing. Part of the solution may be to reverse declining birth rates, but also will include a big increase in the retirement age and further utilisation of retired people in society (perhaps volunteer work). Also legislation to enhance inter-generational mixing and teams. Age diversity! Without such reforms and actions to stop this generational divide, it can tear us apart and cause endless harm and destruction.

Interesting Facts

Courtesy: Jeff Desjardins in "The 8 Major Forces Shaping the Future of the Global Economy"



For every \$1 spent on online advertising, \$0.60 goes to Google and Facebook



By 2030, artificial intelligence (AI) is expected to generate a global economic impact of \$15.7 trillion



Amazon is now worth more than every brick-and-mortar retailer in the U.S. combined



By the end of 2017, there were over 680 new cryptocurrencies that had market caps worth over \$1 million



Hyperinflation in Venezuela is now running at over 1,000,000% per year



Total human debt is \$247 trillion, owed by governments, corporations, and individuals



Of the world's richest 50 billionaires, 12 of them were in tech and are 18 years younger, on average



Just 15 companies manage a vast swath of the world's securities, about \$29.8 trillion worth of stocks and bonds



86% of millennial investors are interested in sustainable investing, and put 2x more money into such causes



Things that sound crazy could happen sooner than we think: disease eradication, nanobots, mind/machine interfaces, etc.



Renowned futurist Ray Kurzweil predicts the technological singularity to occur by 2045



Past this point, tech would advance so fast that it's impossible to fathom what would happen



By 2040, a total of \$10.2 trillion will be invested in new power generation capacity worldwide



Wind and solar will make up almost half of global installed electrical capacity in two decades



Morgan Stanley sees 1 billion electric vehicles on the road by 2047



By 2050, the global population will be roughly 10 billion people



At this point, a whopping 70% of these people will be living in urban areas



By 2100, the world's largest megacity is projected to be Lagos, Nigeria – it alone will hold 88.3 million inhabitants

Points to Ponder



Global trade barriers have generally decreased since the early 1800s



Periods of time with temporary trade barrier increases: WWI, Great Depression, WWII



Is the current trade war another temporary barrier, or is it the start of a trend reversal?

Upcoming Programs Calendar 2018 - 2019

SAVE THE DATES



Management Association of Pakistan

TRAINING CALENDAR

Strategic Decision Making

23rd October 2018, Karachi

by **Raza Abbas**



Become a Sales Ninja using Gamification

6th & 7th November 2018, Karachi

by **Fauzia Kerai Khan**



The Chameleon Strategy

Interpersonal Skills using DiSC

4th & 5th December 2018, Karachi

by **Fauzia Kerai Khan**



ISO 45001 Occupational Health and Safety Management System

13th December 2018, Karachi

by **Dr. Tahir Barlas**



Creative Thinking

14th March 2019, Karachi

by **Fauzia Kerai Khan**



Design Thinking for HR

26th & 27th March 2019, Karachi

by **Furqan Qureshi**



For Details:

Add: 3rd Floor "K-House" Plot No.1-C, Khayaban-e-Shahbaz Lane-4,

26th Street, Phase- VI, DHA Karachi – 75500, Pakistan.

Tel: 021-35172431-33-34, E-mail: info@mappk.org

• In-House Trainings on the request of Companies (Year Round)

"Intellectual capital will always trump financial capital."

- Paul Tudor Jones, self-made billionaire entrepreneur, investor, and philanthropist

Our Valued Institutional Members

Category C



Our Valued Institutional Members

Category B



Our Valued Institutional Members

Category A

