GOVERNANCE, MANAGEMENT & LEADERSHIP TRAINING

REPORT ON 9TH GOVERNANCE, MANAGEMENT AND LEADERSHIP TRAINING (GMLT)

"Synergizing Visibility and Sustainability"

MALAYSIA, OXFORD, CAMBRIDGE AND LONDON

20 JULY 2022 & 20 - 30 AUGUST 2022



IN CONJUNCTION WITH

STRATEGIC LEADERSHIP ROUNDTABLE

IGGSM

INTERNATIONAL CONFERENCE ON FINANCIAL CRIMINOLOGY



26 August 2022

GMLT Module 8: Enforcing Governance Mechanisms and Upholding Integrity
GMLT Module 9: Embracing Disruption and Leveraging on Innovation

LEADERSHIP IN TODAY'S BUSINESS WORLD

Malaysian Hall, London

The 9th Governance, Management and Leadership Training continued at the Malaysian Hall London UK with the special appearance of Ms Julia Rowlett. She is the Higher Education Partnership Manager from the Institute of Leadership and Management (ILM) UK. Apart from giving an introduction session about ILM, she also delivered a presentation about the Thought Leadership topic which covered the following interesting subjects:

- Leading through challenging time
- Leading through values
- Creating a coaching & mentoring culture

Leadership Through Challenging Time

In times of crisis, strong leadership and management isn't just important, it's business critical. Organisations across the globe and in every industry have had to rapidly adapt and evolve to meet the unprecedented challenges of the global pandemic. In the UK, 81% of those surveyed felt that their business would be negatively impacted by the pandemic, with over 40% saying they expect to be impacted quite badly or very badly. In a survey conducted by ILM, they discovered that almost three-quarters of the respondents felt that leadership and management had been lacking during the pandemic. Study showed that 27% felt that leadership hadn't been lacking at all levels in their organisation. Specifically, 33% of respondents said that leadership had been lacking most among senior managers, while 29% felt that leadership had been lacking at middle management level. This study confirmed that leadership is a business critical especially in challenging and difficult times.

Leadership Through Values

Studies showed that company culture has changed significantly in last 10 years. People are a company's number one asset: those who lead through values, demonstrate an understanding of real people, real lives, in the real world, and they deliver a positive impact. Individuals are increasingly concerned with the values companies espouse and more likely to choose values over renumeration When people are happy at work, they are more motivated to meet personal and organisational goals. Organisation use values to inform strategy, and as an organising principle, connecting values with people, customers, and society. Company values drive employee engagement and performance as well as customer satisfaction and loyalty. For the society, value-led organisations drive towards a fair, diverse and inclusive society, protecting our environment and economy. If you have a positive reputation as an employer, more people will want to do business with you and work for you.

Creating a Coaching and Mentoring Culture

In a study at St James Place on coaching and mentoring culture, the company managed to successfully embark on a positive transformational journey and claimed over 3000% ROI. St James's Place Wealth Management (SJP) provides regulated financial advice to three quarters of a million clients in the UK, through a network of Partners and Financial Advisors. They wanted to create a coaching and mentoring culture to deliver high impact behavioural change across a diverse group of experienced managers and leaders. Training provider, Arema, worked closely with SJP to deliver a coaching programme that resulted in 80 leaders achieving their Level 5 or Level 7 ILM coaching qualification. Using the ILM programme, Arema teaches leaders about the deployed use of coaching and mentoring in everyday work. The course enables people to understand what it means to sit and coach someone and how to be present in a position which is conscious and neutral. In this sense, coaching is a vehicle to transform the personal development relationship that an employee has with their manager. The relationship ceases to be transactional and becomes a leadership relationship. Ryan McDonald, Director of London and South East, SJP said that "We consider coaching a fundamental skill for the whole of our management team, development managers and the leadership team too. Coaching is not just a shared skill; instead, a means to a constant conversation, mutual understanding and team performance."

During the programme and after her presentation there were several interesting questions raised by the participants. Ms Julia shared her thought on the questions. The programme ended just before the Jumaat prayer time. Group photo session were also taken at the end.





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