WWYD – The Reasons Behind Employee Actions and Behavior

FACULTY
- Gillian Ng Su Lin
- Dr Elsa Satkunasingam
- Wong Siew Li

WHO SHOULD ATTEND
- Compliance Officers
- Company Secretaries
- Any other management staff who may find this program helpful


Course Fee: RM1,500 before SST
PROGRAM OVERVIEW

Increasingly, the focus in corporate governance has been on culture – how companies hire, organize, manage and motivate its people to behave in a way that is in line with its values and in compliance with existing regulations and best practices. Critical to this discussion is leadership in the organization. To nurture a healthy culture, it is important that leaders walk the talk to reinforce the organization’s values and in so doing, promote the desired culture. The leadership example should be supported by a clear structure including having in place policies and procedures, plus a viable reward and penalty system that is well communicated across the organization.

However, we recognize that even in the best of companies where the right structures exist and are communicated, the desired outcomes pertaining to culture are not always achieved. For the average employee, the ethical choice is not always clear and even if it is, it is sometimes difficult to follow through. The result is that the chosen option may not be the ideal choice. Possible reasons may be because it is too time-consuming, tedious, troublesome or financially costly.

In this 1-day program, participants will be invited to role play through a board game that will consider different ethical scenarios adapted from real-life cases that give rise to different options of possible decisions. The facilitated discussion will provide an opportunity for participants to consider how the average employee thinks and behaves. At the end of each section throughout the program, key takeaways and possible solutions will be shared.

The aim of the game is to seek to understand employee behavior that affects the company culture against the backdrop of company policies and procedures and other compliance requirements. The ultimate goal is to stimulate discussion on how we can encourage and promote ethical culture, and find solutions to build a healthier culture within the organization.

The only prerequisite for participants to join this program is a willingness to play the game, share their thoughts and have fun!

At the end of the program, participants will be able to:

• Identify some key drivers behind the average employee’s behavior;
• Reflect on possible gaps in company policies and procedures;
• Take steps towards addressing those gaps.
**FACULTY**

Gillian Ng is the Senior Director of Corporate Governance and Sustainability at Iclif Executive Education Center under Asia School of Business. She heads the team that is responsible for the running of a whole host of corporate governance programs including the Financial Institutions Directors’ Education (FiIDE) programs, the Mandatory Accreditation Program (MAP), the Money Services Business Directors’ Education Program (MSB-DEP) and the Shariah Leaders Education program for shariah committee members of Islamic financial institutions. Gillian is the Lead Faculty for MSB-DEP. She also teaches in the Pathway to a Governance Practitioner Program (namely the Risk Management module) and other custom-built programs.

Gillian holds a Bachelor of Arts, majoring in Accounting and Business Administration from the Strathclyde Business School in Glasgow where she was awarded a Best in Class Scholarship. She also completed her Certified Public Accounting (MICPA) exams and was a PWC Silver medalist for the subject of Management Information Systems. In November 2017, Gillian was awarded the FT Non-Executive Director Programme (Level 7) Diploma (with a score of 100% for every module).

Dr Elsa Satkunasingam is a Senior Business Development Adviser, Corporate Governance & Sustainability at the Iclif Executive Education Center at Asia School of Business. She conducts training and research in corporate governance for financial institutions and companies. She was formerly the Deputy General Manager, Corporate Secretariat Division at the Malaysia Deposit Insurance Corporation (PIDM) specialising in research and training on corporate governance and compliance. Prior to that she was the head of the Corporate Governance Department at Bursa Malaysia and was involved in the development of corporate governance and sustainability programs and publications. She has also published several book chapters and journal articles in the area of corporate governance. She holds a PhD from Monash University and a Master of Laws and Bachelor of Laws from University Malaya.

Wong Siew Li is Director of Corporate Governance & Sustainability at Iclif Executive Education Center under Asia School of Business. Over the past 10 years, she has played a key role in developing, managing and providing content enhancements to a whole host of corporate governance programs including the Financial Institutions Directors’ Education (FiIDE) program for directors of financial institutions and the Mandatory Accreditation Program (MAP) for directors of public listed companies. During this time, Iclif expanded its range of corporate governance offerings beyond the financial sector to include all sectors of the economy as well as government. She has taught in governance programs and facilitated in the Money Services Business Directors’ Education Program (MSB-DEP).

Prior to Iclif, Siew Li managed the Secretariat for the Institute of Corporate Responsibility Malaysia (ICRM) which was hosted by the Securities Industry Development Corporation under the Securities Commission. ICRM was a key promoter of corporate responsibility among Malaysian corporates and issued the annual StarBiz-ICRM Awards. The organization subsequently merged to become Business Council for Sustainability and Responsibility Malaysia (BCSRM).

Siew Li has vast corporate experience having worked as an auditor (Ernst & Young), equity analyst (RHB) and in training and development (SIDC). She graduated from the University of Melbourne with a degree in Commerce, majoring in Accounting and Econometrics.
REGISTRATION FORM

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NAME

DESIGNATION

COMPANY

ADDRESS

CONTACT TEL. NO. (COMPANY)

CONTACT TEL. NO. (PERSONAL)

EMAIL ADDRESS (email address of participant and not a representative)

MEAL PREFERENCE: ☐ VEGETARIAN ☐ NON-VEGETARIAN

NAME OF SECRETARY

CONTACT TEL. NO.

EMAIL ADDRESS

PAYMENT

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Payment should be made within 30 days from the invoice date or in advance of the program date, whichever is sooner. Your place is only secured once payment has been received within this period.

• Cheques should be made payable to ASB MANAGEMENT SDN BHD- FEES

• For telegraphic transfer, kindly remit payment to ASB MANAGEMENT SDN BHD- FEES account number: 514150439951 at MALAYAN BANKING BERHAD, JALAN RAJA LAUT BRANCH, 50350 KUALA LUMPUR

Please send your registration form to fide@asb.edu.my

Please email a copy of the payment receipt to asbfinance@asb.edu.my

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