Developing Deeper Connections in a Post-COVID World

Eugene Seah
NLP Life Coach
SIA Group axes 2,400 workers in Singapore and overseas — almost 9% of its workforce

By NAVENE ELANGOVAN
Singapore's recession deepens with worst ever quarterly contraction of 13.2%
World economies struggling with rising unemployment

Yearly unemployment rate change, 2019-2020

- Japan: 2.4% (2019) to 3% (2020)
- Germany: 3.2% (2019) to 3.9% (2020)
- United Kingdom: 3.8% (2019) to 4.8% (2020)
- Canada: 5.7% (2019) to 7.5% (2020)
- France: 8.5% (2019) to 10.4% (2020)
- Italy: 10% (2019) to 12.7% (2020)
- United States: 3.7% (2019) to 10.4% (2020)

Source: IMF, 29 June 2020, 12:00 BST
Majority of countries on the brink of recession
Real GDP growth, Q1 2020

Source: International Monetary Fund

Bicsi
EMEA Region
bicsi.org/emea2020
 Millions of Americans Have Lost Jobs in the Pandemic—And Robots and AI Are Replacing Them Faster Than Ever

[Image of a robot in a warehouse and someone opening a door]
VUCA
Volatile
Uncertain
Complex
Ambiguous
Meet Eric Yuan, the founder and CEO of Zoom, who has made over $12 billion since March and now ranks among the 400 richest people in America.
Amazon CEO Jeff Bezos grows fortune by $24bn amid coronavirus pandemic

Bezos owns 11% stake in Amazon, which has seen surge in demand with households on virtual lockdown

- Coronavirus - live US updates
- Live global updates
- See all our coronavirus coverage
Netflix gets 16 million new sign-ups thanks to lockdown

21 April
Rate of automation
Division of labour as share of hours spent (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>Human</th>
<th>Machine</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>71</td>
<td>29</td>
</tr>
<tr>
<td>2022</td>
<td>58</td>
<td>42</td>
</tr>
<tr>
<td>2025</td>
<td>48</td>
<td>52</td>
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bcsi.org/emea2020
Skills in decline and in demand in 2030

Source: McKinsey Research 2018
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## Skills in decline and in demand in 2030

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<tr>
<th>SKILLS</th>
<th>Physical and manual</th>
<th>Basic cognitive</th>
<th>Higher cognitive</th>
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<td>Hours spent, in 2016</td>
<td>203</td>
<td>115</td>
<td>140</td>
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<td>Change in hours spent by 2030 %</td>
<td>-14</td>
<td>-15</td>
<td>8</td>
</tr>
<tr>
<td>Skills with the biggest shift in demand</td>
<td>▼ General equipment operation and navigation</td>
<td>▼ Basic data input and processing</td>
<td>▲ Creativity</td>
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Source: McKinsey Research 2018
# Skills in decline and in demand in 2030

## Skills

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<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
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<td>Entrepreneurship and initiative taking</td>
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<td>Complex information processing and interpretation</td>
<td>Leadership and managing others</td>
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Source: McKinsey Research 2018
Skills in decline and in demand in 2030

**Skills**

- **Physical and manual**
  - Hours spent, in 2016: 203 Billion
  - Change in hours spent by 2030: -14%
  - Skills with the biggest shift in demand:
    - General equipment operation and navigation
    - Inspecting and monitoring

- **Basic cognitive**
  - Hours spent, in 2016: 115
  - Change in hours spent by 2030: -15%
  - Skills with the biggest shift in demand:
    - Basic data input and processing
    - Basic literacy, numeracy, and communication

- **Higher cognitive**
  - Hours spent, in 2016: 140
  - Change in hours spent by 2030: 8%
  - Skills with the biggest shift in demand:
    - Creativity
    - Complex information processing and interpretation

- **Social and emotional**
  - Hours spent, in 2016: 119
  - Change in hours spent by 2030: 24%
  - Skills with the biggest shift in demand:
    - Entrepreneurship and initiative taking
    - Leadership and managing others

- **Technological**
  - Hours spent, in 2016: 73
  - Change in hours spent by 2030: 55%
  - Skills with the biggest shift in demand:
    - Advanced IT skills and programming
    - Basic digital skills

*Source: McKinsey Research 2018*
How do we prepare for a VUCA, post-COVID world?
3 Kinds of People When Facing VUCA

Drivers
Create Change

Passengers
Adapts to change

Left Behind
Made Redundant
Hwa Chong student leader retrenched and jobless for 9 months
2014-2015 Financial Assistance Scheme
Bottom 20% of Singapore
No kidding Healthy instant noodles C3

Laid off & fired up

Mr Eugene Seah went from earning $24,000 a month to putting his kids on food coupons. Benson Ang finds out how he picked himself up after retrenchment. C4&5

Rohit Brijnath
What I miss about the office C11

Go ‘overseas’
Kayak, dive and cruise around Singapore. Clara Lock and Abel Ang show the way. C6&7

Over the moon
Mooncake sales soar online C15

Redefine what is normal, embrace what you learn to be right and wrong, challenge the status quo.

Chris Longewiller
CEO & Founder Nisce

Live more. Bank less.

Bicsi
EMEA Region
bicsi.org/emea2020
“WORK FOR MONEY AS THE MAIN MOTIVATION AND YOU GRADUALLY BECOME A ZOMBIE;
WORK FOR MEANING AS THE MAIN MOTIVATION AND YOU START TO LIVE WITH JOY AND ABUNDANCE.”

Eugeneseah.com
GAIN NEW PERSPECTIVES TO SEE A MORE ACCURATE PICTURE OF LIFE

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C6&7

10 masks tested
John Lui turns mad scientist
C2
Driving Change During COVID-19
How do we prepare for a VUCA, post-COVID world?
Develop Deeper Connections

Engineering

D2D Connections
Develop Deeper Connections

Engineering

D2D Connections

Ecosystems

V2V Connections
Google Creates Parent Company Called Alphabet in Restructuring

Sundar Pichai will be CEO of Google as Larry Page will head parent company Alphabet; Sergey Brin to be Alphabet president
Google’s aggressive ‘ambient computing’ strategy means it wants to be everywhere
Alphabet

Calico | Nest | Sidewalk | GV | X | Jigsaw
---|---|---|---|---|---
Research over life longevity. Life quality and expansion. | Smart Homes. IOT. | Urban Innovation. Smart cities. Solving urban problems. | Venture Capital | Secretive Moonshots | Technology Incubator for geopolitical challenges

Verily | Deepmind | Wall Street Capital | Access & Energy
---|---|---|---
Health Care and prevention research. | Artificial intelligence research. | Equity funds for portfolio companies | Energy and Internet Access. Google Fiber

Google

Ads | Search | Adwords | AdSense
---|---|---|---

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ECOSYSTEM
Develop Deeper Connections

Engineering

D2D Connections

Ecosystems

V2V Connections

Empathy

H2H Connections
The empathy deficit
Even as they become more connected, young people are caring less about others.

By Keith O'Brien
October 17, 2010

Young Americans today live in a world of endless connections and up-to-the-
The Empathy Paradox: 
Increasing disconnection in the age of increasing connection


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Author bio: Sara Konrath received her PhD in Social Psychology from the University of Michigan in 2007. She is currently an Assistant Research Professor at the Institute for Social Research at University of Michigan, with affiliations in Social Psychology/University of
Non-Empathetic Employers Are Losing Their Best Employees. Here's Why

Who needs empathy when you can fake it, right? These leaders didn't understand the true meaning of empathy and here's what happened to them.

BY HEATHER H. HUHMAN, PRESIDENT, COME RECOMMENDED @HEATHERHUHMAN
Why Empathy Makes for Stronger Organisations

Manfred F. R. Kets de Vries, INSEAD Distinguished Clinical Professor of Leadership Development & Organisational Change | July 25, 2018

executives’ ability to see themselves from the outside and others from the inside, plays an important role in effective team formation.
The “Elephant” Rule:
Always seek to understand, before being understood
Develop Deeper Connections

Engineering

Helpful Products

Ecosystems

Higher Profits

Empathy

Happier People

D2D Connections

V2V Connections

H2H Connections
To seek synergies, please follow me on: