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Certificate of Appreciation

This certificate is presented to

Associate Professor Dr. Wustari L. Mangundjaya

For sharing her valuable knowledge as a guest speaker on the topic entitled “Resilience and Agility in Facing the Uncertain World”

on

30 March 2021

A handwritten signature in black ink, appearing to read 'Lee Lai Meng', is written over a horizontal line.

Assistant Professor Dr. Lee Lai Meng
Dean, Faculty of Arts and Social Science
Universiti Tunku Abdul Rahman, Malaysia

Resilience and Agility in facing the uncertain world

Wustari L Mangundjaya

Talk:

External Examiner Virtual
Visitation

Master of Psychology Industrial
& Organizational Psychology
UTAR

29-30 March, 2021



Educational Background

- Doctor from Universitas Indonesia majoring in Psychology & Change Management, Faculty of Psychology, Universitas Indonesia.
- Post Graduate Diploma on Organization Development (DOD), Ateneo University de Manila.
- Post Graduate Diploma on Strategic HRMD (DSHRMD), Ateneo University de Manila.
- Master of Organizational Psychology, Faculty of Psychology University of Queensland, Brisbane, Australia.
- Bachelor Degree in HR Management, Faculty of Business & Economy Universitas Indonesia.
- Psychologist, majoring in Industrial and Organisational Psychology, Faculty of Psychology Universitas Indonesia.

Working Experience

- Associate Professor Faculty of Psychology, Majoring in Organizational and Industrial Psychology and MM, Universitas Indonesia (present)
- Senior Expert Committee KPPOS Board of Commissioner BPJS Ketenagakerjaan
- Senior Consultant Perfoma Cita (present).
- Assistant Director Socio-Cultural Affairs, ASEAN Secretariat (past).
- Refugee Counselor, UNHCR Pulau Galang (past)

Certification

- International Certified Professional HRM, Dubai (SHMRM)
- National Certified on HR Management Manager (BNSP)
- National Certified on Mentor (BNSP)
- National Certified on Risk Management (BNSP)

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CONTENT OF THE PRESENTATION

- VUCA
- Industry Transformation
- Soft Skills vs Hard Skills
- The Soft Competencies
- Agility
- Resilience
- Empathy
- Continuous Learning
- Self Direction
- Growth Mindset
- Networking Skills





VUCA

How much do we know about the situation
(Description)

VS

How well one can predict results of one's action
(Prediction on Action)



CHARACTERISTICS OF VOLATILITY

- High Speed of Change
- Cyclicity
- Unexpected and unstable.

Approach:

- Knowledge about it is necessary.
- Build in a slack and devote resources to preparedness



CHARACTERISTICS OF UNCERTAINTY

- Lack of information.
- Change is possible but not given.

Approach:

- Invent in information.
- When nothing is certain and sure everything is possible.
- The future is uncertain, but this uncertainty is the very heart of human creativity.
- Maturity is the capacity to endure the uncertainty.



CHARACTERISTICS OF COMPLEXITY

- Has many interconnected parts or variables.
- Some information is available or can be predicted but and devote the volume or nature of it can be overwhelming.

Approach

- Restructure
- Bring or develop specialist
- Build up resources to address complexity.



CHARACTERISTICS OF AMBIGUITY

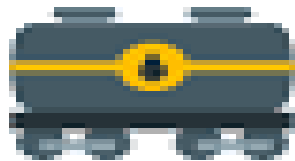
- Things that could have more than one interpretation
- Causal relationship is completely unclear.
- No precedents exist
- Unknown

Approach

- Experiments
- Understanding cause and effects requires generating hypothesis and testing.



INDUSTRY TRANSFORMATION

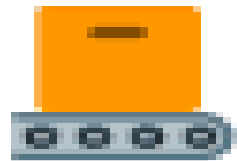


INDUSTRY 1.0

18th century

Steam power

Mechanical production, moving away from cottage industry



INDUSTRY 2.0

19th century

Electricity

Mass production and assembly line



INDUSTRY 3.0

Mid 20th century

ICTs
Electronics

Automated and networked production



INDUSTRY 4.0

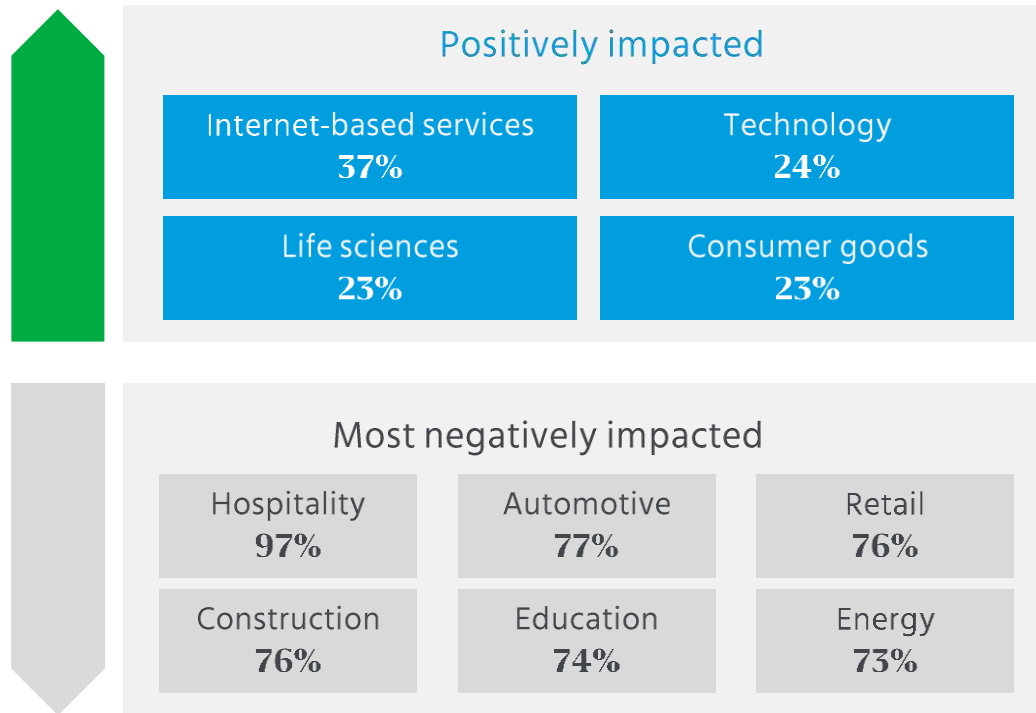
Today

Advanced robotics
3D printing
Internet of Things
Artificial Intelligence
Big data

Intelligent, flexible and distributed production

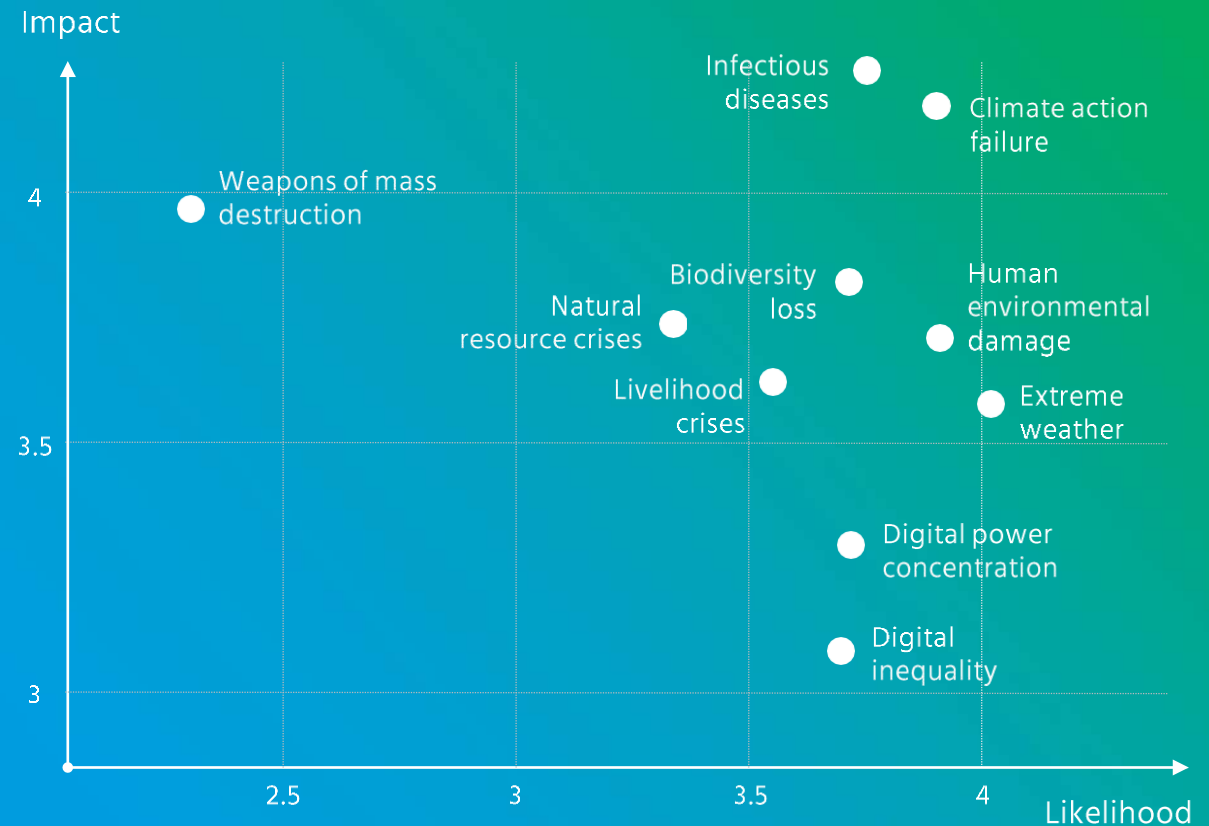
2020 impacted industries in different ways

Financial impact of the pandemic vs previous year



The heightened risk landscape is influencing 2021 plans

The Marsh & McLennan Global Risks Report 2021 Top 7 Risks by Likelihood and Impact



SOFT SKILLS VS HARD SKILLS

- Research conducted by Jameson and team (School of Business and Humanities) has shown that some fresh graduate has not realize the importance of soft skills.
- Hay group research also shows that 70% of fresh graduates believe that hard skills are more important than soft skills.
- 69 % even believe that soft skills will hinder their ways to perform their job well.





“The world is not about smartness. The world is about **heart**. Wisdom is from the **heart**. The brain is about knowledge. If you compete with knowledge, the **computer will win**. If you compete with wisdom, the computer has no chance.”

“Don’t worry about young people. They will tackle challenges on their own and very successfully.” “I love the technological revolution, but I’m concerned about its **potential negative impacts**. Talk to all the different players including governments, private entities, and urge them that we have to prepare ourselves now for this imminent change” (...its happening now).

Ma said Alibaba views its **responsibility as sharing knowledge and technology** “to let people live a better life.” Everyone should be thinking that way, he said.
[→ Psychological well-being and Sustainable Happiness]

Which of Mercer's talent trends accelerated in 2020, and how have companies responded?

Focus on futures

Work together to ensure people thrive now and in the future

Race to reskill

Transform the workforce by reskilling for a new world economy

Sense with science

See ahead by augmenting AI with human intuition

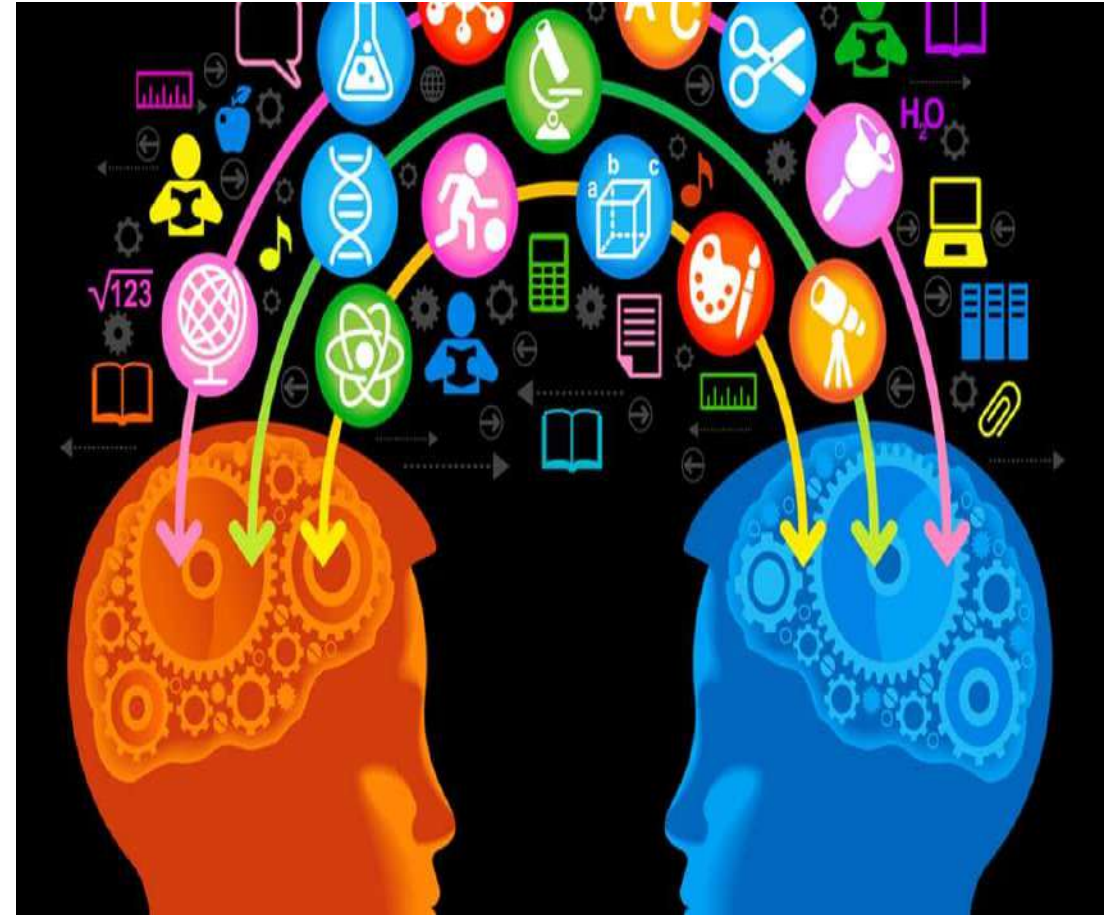
Energize the experience

Inspire and invigorate people by redesigning their work experience



THE SOFT COMPETENCIES

- Agility & Adaptability
- Resilience
- Empathy
- Continuous learning
- Self direction & motivation
- Growth mindset
- Networking Skills



- Artificial intelligence is here, and it will cause disruption and displacement. Computers are superior to humans in many ways, able to out-calculate them and display better memory, Jack Ma said.
- He gives two thumbs up to human wisdom over computer smarts. But “**robots will never replace human beings... No matter how smart computers are, human beings will be champions,**”.
- He said the focus be on **changing Education System** to “Let humans do things that humans are good at”. The next 30 years will be tough, and it’s important for systems to adapt to the difficulties before they take hold.

YES...It is Soft Competency ! Adaptability

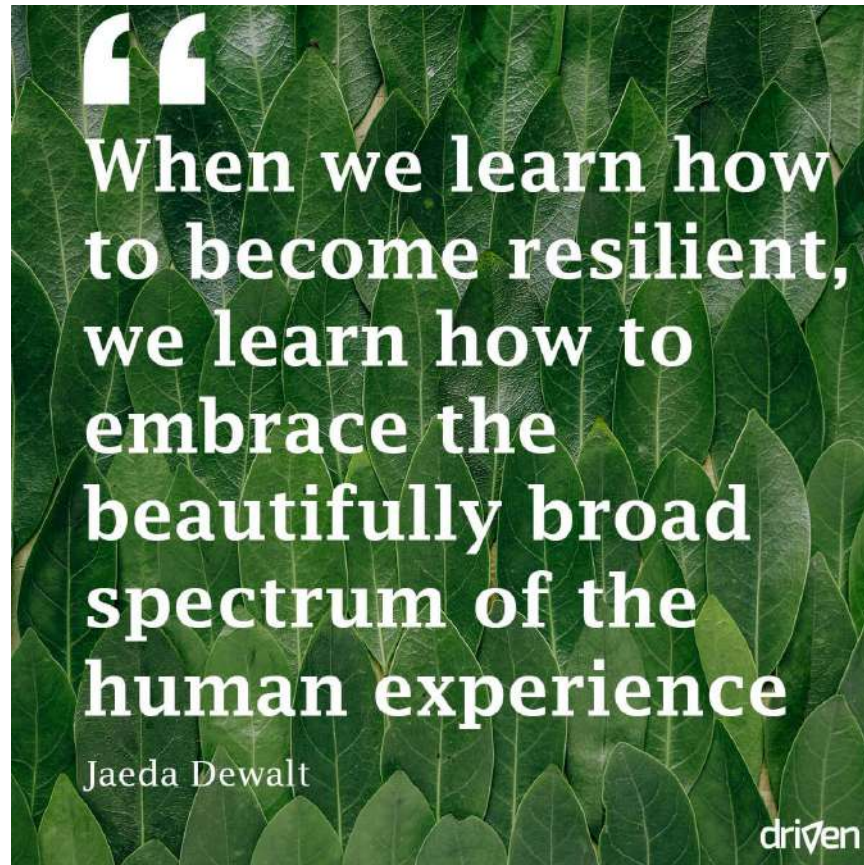


AGILITY

- **Agility is the ability to move quickly and easily in response to change or challenge, but in a business setting, the term really depends on the context.**



VIDEO ON RESILIENCE



RESILIENCE

COMPONENTS RESILIENCE

1. Social Awareness
(Empathy)
2. Perspective
3. Social Network
4. Optimistic
5. Clarity & Focus
6. Internal Locus of Control
7. A Sense of Humor

(Nail Kennedy)



HOW TO CHANGE THE CHALLENGES TO OPPORTUNITIES

- Change the perception
- Reverse the negative side
- Always in move mode
- Never afraid of failures



EMPATHY

- Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.
- Three components of empathy:
 - a) Cognitive, is basically being able to put ourselves into someone else's place, and see their perspective
 - b) Emotional, feel the other person's emotions alongside them, and
 - c) Compassionate or feeling someone's pain, and taking action to help. (Daniel Goleman and Paul Ekman)



A photograph of Jack Ma speaking at an event. He is wearing a dark suit jacket over a light blue button-down shirt. He is gesturing with his hands as he speaks. The background is blurred, showing what appears to be a conference or exhibition hall with other people and lights.

Jack Ma (2017)

*“Next 30 Years
going to be Painful”*

➔ If you want to be successful in the next 30 years, think about others, not about yourself,” Ma said. “We are entering the DT (data technology) era, when we should enable others not just ourselves.”

YES...It is Caring, a Soft Competency !

CONTINUOUS LEARNING

- The concept of always expanding the knowledge and skills and to gain new expertise.
- Expanding the ability to learn by regularly upgrading the skills and increasing the knowledge.
- Involves viewing experiences as potential learning and re-examining assumptions, values, methods, policies, and practices.
- Upskilling and re-reskilling.



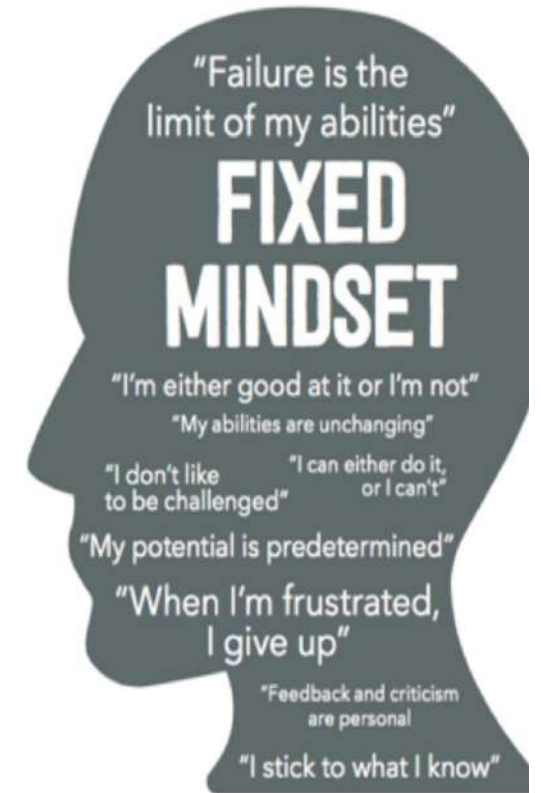
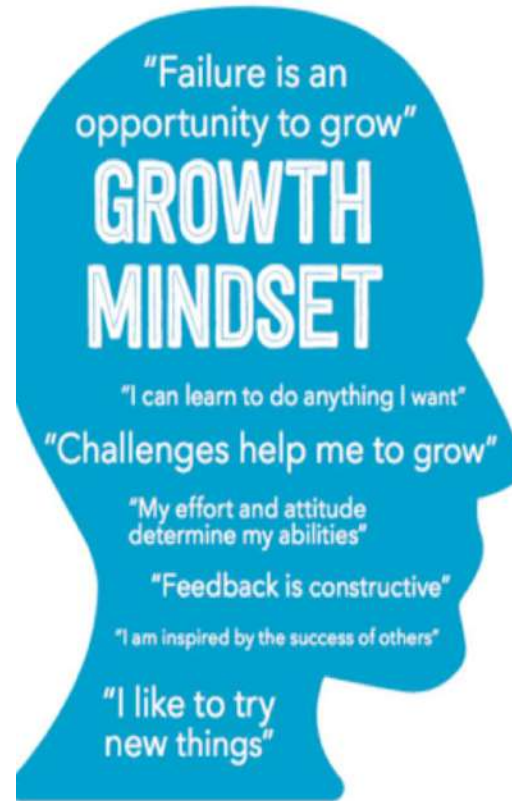
SELF DIRECTION & MOTIVATION

- Self directed people is the one who exhibits initiative, independence, and persistence in learning;
- The one who accepts responsibility for his or her own learning and views problems as challenges, not obstacles;
- The one who is capable of self-discipline and has a high degree of curiosity.
- Capability of people to direct their own life based on the understanding of themselves, others and the world and their skills in managing their own learning, motivation and behavior.



GROWTH MINDSETS

- People believe that their most basic abilities can be developed through dedication and hard work—brains and talent are just the starting point.
- This view creates a love of learning and a resilience that is essential for great accomplishment.” (Dweck, 2015)



NETWORKING SKILLS

- Networking is the key tool to growth in a resourceful career.

Developing networking skills:

- Make networking a regular activity.
- Stop being an internet panhandler.
- Know who you are reaching out too.
- Use positive language
- Cultivate your power contacts
- Don't expect anything
- Burn useless bridges



Thank you

Lets develop Agility
in facing new
frontier

