

# Leading with Stories

## in the age of emotional intelligence

Kuala Lumpur  
20 June 2019  
21<sup>st</sup> International Surveyors Congress  
Surveying the Future

Mushtak Al-Atabi  
Provost & CEO  
Heriot-Watt University Malaysia



**Heriot-Watt University**  
**Established in 1821**  
**5 Campuses in UK, Dubai, Malaysia**  
**30,000 Students**





McKinsey & Company

**By 2030**

800 Million could lose their jobs  
375 Million will change jobs

**Technical automation potential**

**~50%**

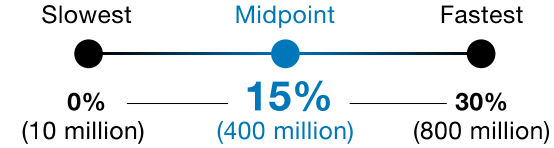
of current work activities are technically automatable by adapting currently demonstrated technologies

**6 of 10**

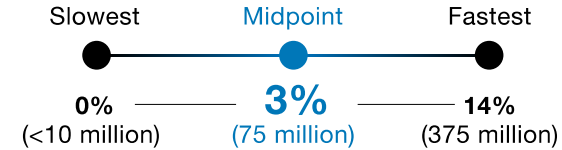
current occupations have more than 30% of activities that are technically automatable

**Impact of adoption by 2030**

Work potentially displaced by adoption of automation, by adoption scenario, % of workers (FTEs<sup>1</sup>)

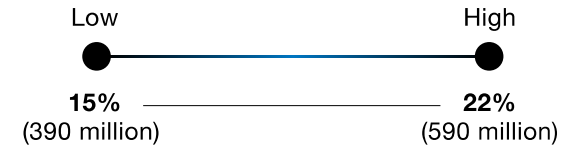


Workforce that could need to change occupational category, by adoption scenario,<sup>2</sup> % of workers (FTEs)



**Impact of demand for work by 2030 from 7 select trends<sup>3</sup>**

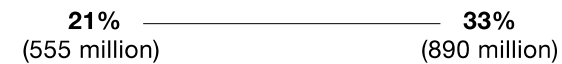
Trendline demand scenario, % of workers (FTEs)



Step-up demand scenario, % of workers (FTEs)



Total, % of workers (FTEs)



In addition, of the 2030 workforce of 2.66 billion, 8–9% will be in new occupations<sup>4</sup>

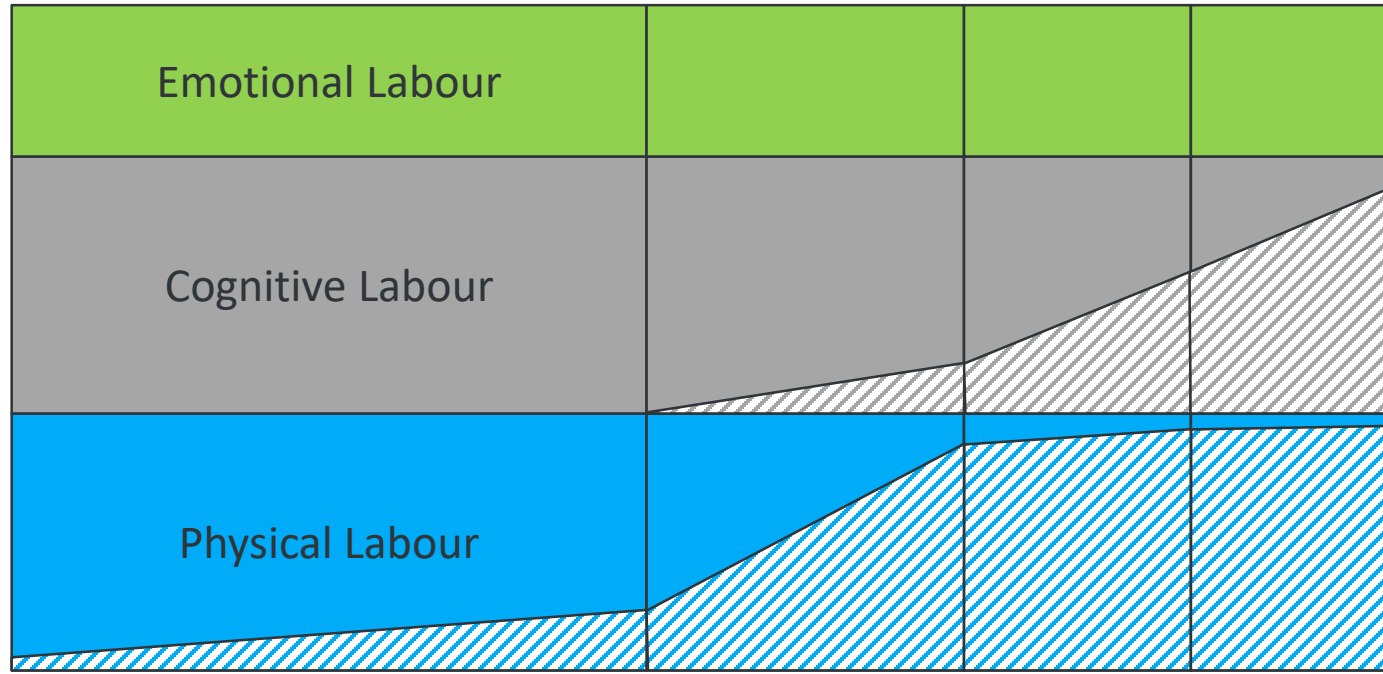
<sup>1</sup> Full-time equivalents.

<sup>2</sup> In trendline labor-demand scenario.

<sup>3</sup> Rising incomes; healthcare from aging; investment in technology, infrastructure, and buildings; energy transitions; and marketization of unpaid work. Not exhaustive.

<sup>4</sup> See Jeffrey Lin, "Technological adaptation, cities, and new work," *Review of Economics and Statistics*, Volume 93, Number 2, May 2011.

Agricultural Revolution      Industrial Revolution      Digital Revolution      Human Revolution



**Ethics**  
Purpose  
Relationships  
Empathy  
Awareness  
Creativity  
Critical Thinking


**Precision work**

3500 BC  
Invention of the  
Wheel

1870  
John Henry's Death

1997  
Deep Blue Beats  
Garry Kasparov

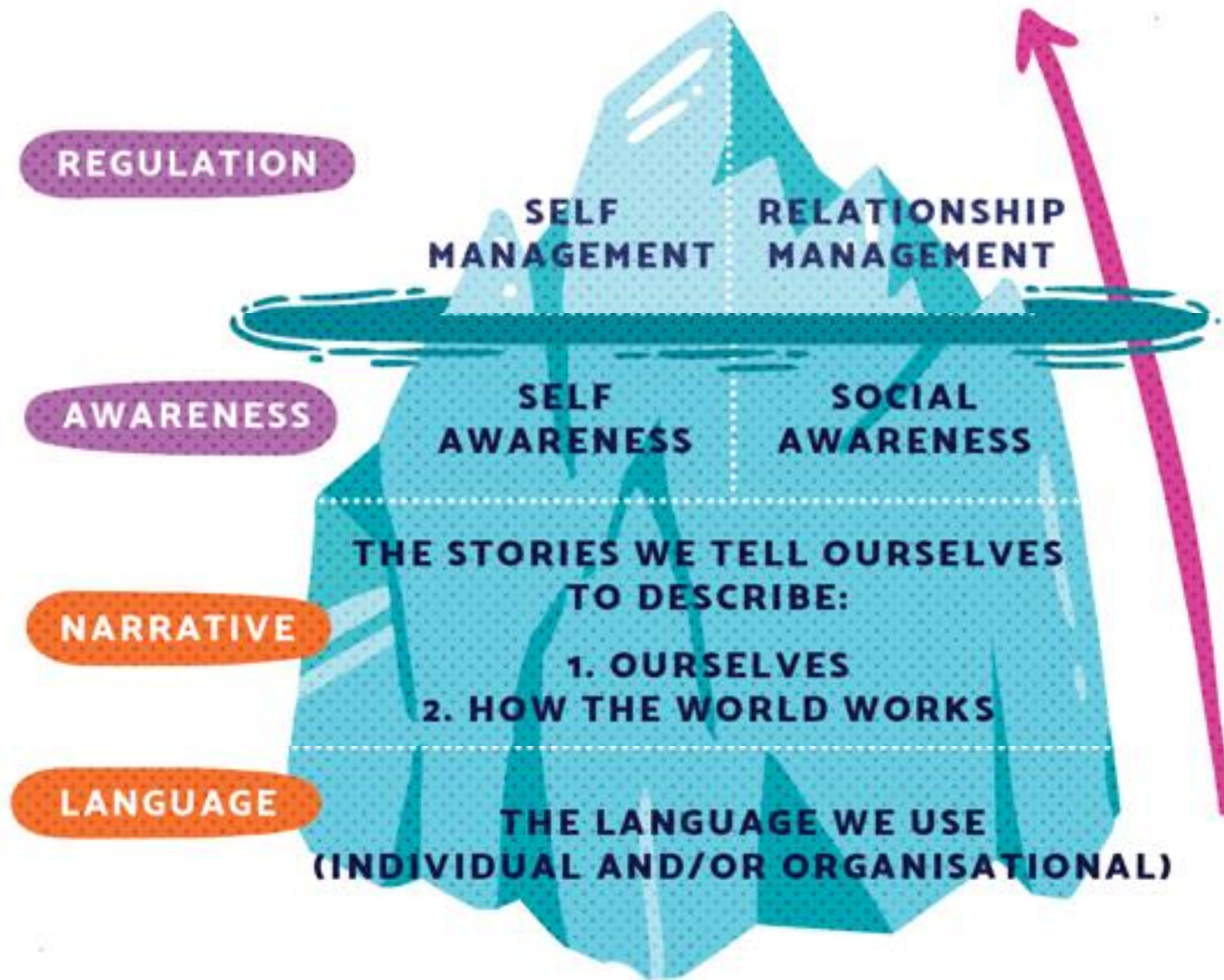
Now  
Industry 4.0

 Replaced/Replaceable by Machine

# Emotional Intelligence

Daniel Goleman

	Self	Social
Regulation	<p><b>Self Management</b></p> <ul style="list-style-type: none"> <li>Emotional Self Control</li> <li>Transparency</li> <li>Adaptability</li> <li>Achievement Orientation</li> <li>Initiative</li> <li>Optimism</li> </ul>	<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>Developing Others</li> <li>Inspirational Leadership</li> <li>Influence</li> <li>Change Catalyst</li> <li>Conflict Management</li> <li>Teamwork and Collaboration</li> </ul>
Awareness	<p><b>Self Awareness</b></p> <ul style="list-style-type: none"> <li>Emotional Awareness</li> <li>Accurate Self Assessment</li> <li>Self Confidence</li> </ul>	<p><b>Social Awareness</b></p> <ul style="list-style-type: none"> <li>Empathy</li> <li>Organisational Awareness</li> <li>Service Orientation</li> </ul>



Leadership is the act of telling more empowering stories about ourselves, our organisations and the world we live in.



“Students may be better off developing **emotional intelligence** than cognitive skills to prepare for a future of work in which they will be competing against robots.”

***Andy Haldane***  
***Chief Economist, Bank of England***



# How can we (and our institutions and businesses) remain fit-for-future?

- Build *Emotional Intelligence*
- Have a clear impact. Develop your *Impact Statement*
- Show *Gratitude*
- Use *Positive Language*
- Replace the P-Word (Probelm) with the



# Massive Open Online Course

7500 Participants  
150 Countries

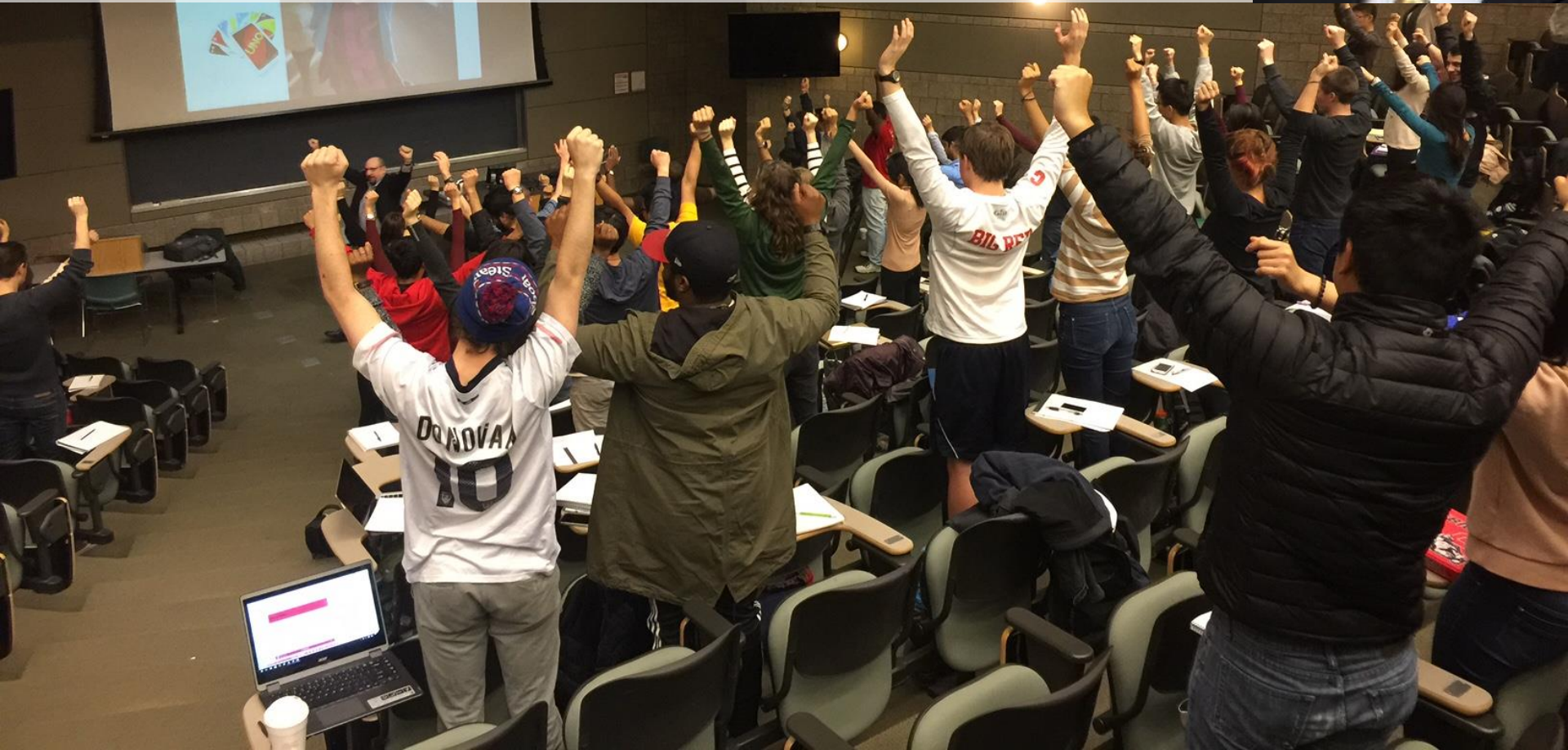


**Don't Say the  
P-Word**  
JUST LIVE YOUR DREAMS

Luis Esteban Moreno Pizarro  
Santiago, Chile.

At Kaizen Blitz event, I implemented your idea of replacing P-word with "Opportunity" or "Challenge" and gave each Kaizen team member \$10 in ones. If someone used the word "problem", the one that caught the slip got \$1 from them. It was a fun way to help change language and mindset. Nobody left with less than \$5 as they all learned to re-frame before opening their mouths.

Robert Newman  
CEO, MiTeGen  
New York, USA







HERIOT WATT UNIVERSITY  
UK | CANADA | MALAYSIA  
SEE THE DIFFERENCE





# Gratitude

# Ten keys to happier living



**GIVING**



Do things for others

**RELATING**



Connect with people

**EXERCISING**



Take care of your body

**AWARENESS**



Live life mindfully

**TRYING OUT**



Keep learning new things

**DIRECTION**



Have goals to look forward to

**RESILIENCE**



Find ways to bounce back

**EMOTIONS**



Look for what's good

**ACCEPTANCE**



Be comfortable with who you are

**MEANING**



Be part of something bigger

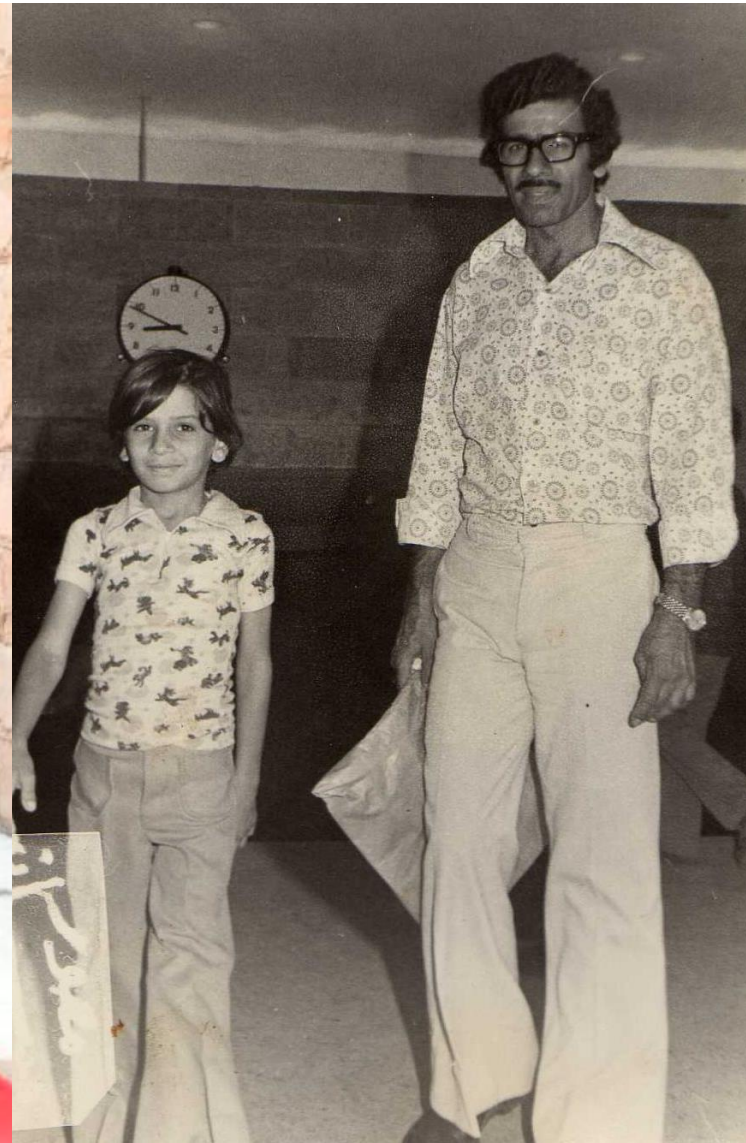
ACTION FOR HAPPINESS

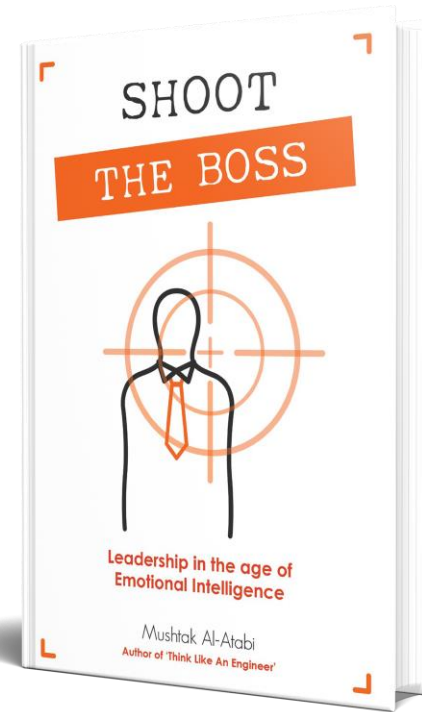
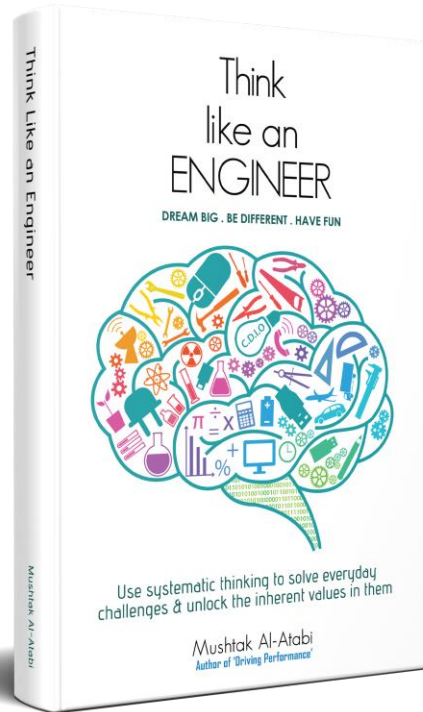




# Recap

- Change is the only constant- we need to be resilient and deal with failure
- Emotional intelligence and Creativity are our last hope
- Leadership will aim at
  - **Operational** excellence
  - Emotional Intelligence
  - Creating and creativity
  - Happiness
- This is the most interesting time in the history of human kind and we have the best chance at achieving our potential





**Dream Big. Be Different. Have Fun**