



No. Peng./057/X/21

Jakarta, 26 Oktober 2021

Kepada Yth,
Direktur Utama

1. Perusahaan Asuransi Umum
2. Perusahaan Asuransi Jiwa
3. Perusahaan Asuransi Syariah
4. Perusahaan Reasuransi
5. Perusahaan Pialang Asuransi
6. Perusahaan Pialang Reasuransi
7. Perusahaan Penilai Kerugian Asuransi

Di

Tempat

Dengan hormat,

Perihal : Penyelenggaraan Virtual Seminar Internasional AAMAI : “GLOBAL TALENTS TRENDS IN INSURANCE INDUSTRY : THE FUTURE OF WORK” 23 November 2021

Asosiasi Ahli Manajemen Asuransi Indonesia (AAMAI) bekerjasama dengan Universitas Gunadarma akan menyelenggarakan Seminar Internasional dengan tema “**GLOBAL TALENTS TRENDS IN INSURANCE INDUSTRY : THE FUTURE OF WORK**” yang akan dilaksanakan dalam bentuk VIRTUAL SEMINAR, pada :

Hari, tanggal : Selasa, 23 November 2021
Waktu : 13.00 – 17.00 WIB
Biaya pendaftaran : Rp. 1.500.000,-/anggota AAMAI
Rp. 1.750.000,-/non anggota AAMAI
Link Pendaftaran : <http://bit.ly/WEBINAR-AAMAI>

Tujuan umum Webinar *Global Talent Trends in The Insurance Industry: The Future of Work* ini adalah untuk menyebarkan informasi dan membahas berbagai aspek terkait tren talenta global yang terjadi di industri dan regulasi terkait serta hasil riset terkini.

Secara khusus tujuan dari Webinar ini adalah:

- a. Menyebarkan informasi terkait penerapan tren talenta global di industri asuransi.
- b. Untuk menyebarkan informasi terkait transformasi Perusahaan secara berkesinambungan. Agar tetap menarik sebagai pemberi kerja, perusahaan harus memahami bagaimana talenta membayangkan tempat kerja di masa depan dan mengembangkan strategi yang tepat untuk mengakomodasi harapan tersebut.
- c. Menyebarkan informasi dari hasil penelitian yang dilakukan oleh lembaga penelitian terkait “*Global Talent Trends in The Insurance Industry : The Future of Work*” di sektor jasa keuangan.

Dalam virtual seminar ini, seluruh rangkaian acara diskusi para pembicara, panelis dan moderator akan dilakukan di studio dan disiarkan langsung (*live streaming*) secara terbatas kepada semua peserta yang telah mendaftar melalui platform virtual seminar yang dibuat khusus untuk acara ini dan tidak untuk konsumsi publik serta tidak akan disiarkan di media sosial apa pun.

AAMAI akan memberikan pengakuan/akreditasi dengan memberikan kredit **40 poin** Satuan Kredit Profesi (SKP) Program Pengembangan Profesional Berkelanjutan (Program P2B) untuk pemegang gelar/Sertifikasi Kompetensi Manajemen Risiko Perusahaan Perasuransian dan Ajun/Ahli Asuransi



kepada peserta seminar, sehingga dapat dipergunakan dalam syarat keberlanjutan bagi Dewan Direksi, Dewan Komisaris, Dewan Pengawas Syariah dan Tenaga Ahli dalam pemenuhan Syarat Berkelanjutan sesuai POJK No. 04/POJK.05/2013 tentang Penilaian Kemampuan dan Kepatutan bagi Pihak Utama pada Perusahaan Asuransi

Demikian kami sampaikan, atas perhatian dan partisipasinya kami ucapkan banyak terima kasih.

Hormat kami,

ASOSIASI AHLI MANAJEMEN ASURANSI INDONESIA

Dr. Robby Loho, AAIK, APAI, CIIB, QIP, CPIE, AMRP, FMII, ANZIIF (Snr. Assoc) CIP
Ketua Dewan Pengurus

Dadi Adiana, MBA, AAIK, ACII, AAK, FIIS, AMRP
Ketua Panitia Pelaksana



TERM OF REFERENCE
AAMAI-GUNADARMA INTERNATIONAL WEBINAR
GLOBAL TALENTS TRENDS IN INSURANCE INDUSTRY : THE FUTURE OF WORK

BACKGROUND

COVID-19 forced organizations around the world to enact radically new ways of working and operating amid the pandemic's human and economic impacts. Organizations had to respond to a sudden, unforeseen crisis whose rapidly changing nature confounded efforts to predict and plan for events.

Amid the changes prompted by COVID-19 including hybrid work, new delivery models, and evolving expectations of customers, advisors, and employees, the workplace and operating models of the future are still taking shape. At the same time, there is an increasingly competitive war for talent, especially in the digital domain. Executives at leading insurers shared numerous examples of new work and leadership models intended to attract and retain top talent.

COVID-19 has proved the power and value of skills. The key now is to harness this energy and rethink the entire talent ecosystem to maintain the same level of business flexibility. Doing so will require organizations to: 1. Mobilize skills supply to meet business demand, 2. Align skills to future strategy, 3. Put in place skills-based processes for the long-haul.

The COVID-19 pandemic is driving a fundamental shift in the way companies operate, accelerating the need for an adaptable and agile workforce to bolster business success.

Embracing digital innovation and new ways to serve customers as the biggest opportunities related to the future of work. Although both require technology investments, engaging employees and advisors to adopt changes and modify the way they work are equally essential. Significant re-skilling may also be necessary to enable employees to capitalize on the capacity made available by the automation or elimination of manual processes.

Although many companies made rapid decisions and changes in reaction to the pandemic, some executives shared worries that their organizations will fall back into their traditional, slower-paced habits. We have to keep up the pace of change and do it in a sustainable way. Executives also emphasized the importance of using the right approaches to lead and organize their staff. Leaders will need to adapt and learn new skills to manage this new workflow.

This includes embracing agile ways of working and adopting flexible work models, as well as using technology to facilitate work.

Retaining top talent and hiring talent that is more diverse also emerged as important priorities. Insurers are placing greater emphasis on quality over quantity of advisors with digital skills among the leading attributes they seek. Indeed, we are seeing a similar emphasis on digital skills across all roles. Reflecting this, a common theme in our discussions with executives was the need to consider people as well as technology when reinventing the distribution model. Success requires thinking holistically about technology, processes, people, and culture.



Insurers will continue to transform. To remain attractive as employers, companies must understand how talent in the industry imagines the future workplace and develop a thoughtful talent strategy to accommodate those expectations.

For insurance talent, changing times have solidified the value of flexibility and of good relationships with coworkers and supervisors.

It became clear during the pandemic that skills fuel business transformation and organizational resilience. Companies that took inventory of their workforce or talent ecosystem have been able to find talent quickly, move talent to where it's needed the most and make critical talent decisions to keep the business running during uncertain times.

Recently human resources deliver talent-led change by transforming the HR function, accelerate digital implementation, and support change management to deliver exceptional employee experience.

Defining future workforce needs, transformation upskilling, reskilling workforce and reinventing flexibility are top of mind in 2021.

Researchers from various research institutions have documented two factors that stood out as being the most influential on the future of the worker-employer relationship in our research were talent supply and government impact.

For the government impact, we foresee how government action will affect workers' and employers' roles in the new world of work. Government regulation rose to the top as the most influential external factor behind an organization's and its workforce's ability to thrive. The type, consistency, speed, and effectiveness of government action could all influence the worker-employer relationship.

How Global Talent Trends in The Insurance Industry: The Future of Work changes business models and processes in financial services industry generally and especially in insurance industry, what elements are the focus of transformation, government regulations, and the results of the latest related research are interesting issues to discuss.

DESTINATION

The general purpose of this **Global Talent Trends in The Insurance Industry: The Future of Work** Webinar is to disseminate information and discuss various aspects related to **global talent trends** occurring in the industry and related regulations as well as the latest research results.

Specifically the objectives of this Webinar are:

- a. To disseminate information related to the implementation of **global talent trends in the insurance industry**.
- b. To disseminate information related to Insurers will continue to transform, remain attractive as employers, companies must understand how talent in the industry imagines the future workplace and develop a thoughtful talent strategy to accommodate those expectations.



- c. To disseminate information from the results of research conducted by research institutions related to **Global Talent Trends in The Insurance Industry: The Future of Work** in the financial services sector.

SPEAKERS

The International Webinar on the topic of **Global Talent Trends in The Insurance Industry: The Future of Work** will feature several speakers from industry, regulators, professionals and academia with the following structure:

SESSION I : 13.00 – 15.00	
Speakers	Topics
Life Office Management Association (LOMA)	Human Resources Transformation: Driving Talent Led-Change
Otoritas Jasa Keuangan (OJK)	Defining Future Workforce Needs
Life Office Management Association (LOMA)	Transformation Upskilling and Reskilling Workforce
SESSION II : 15.00 – 17.00	
Speakers	Topics
The Chartered Insurance Institute (CII)	Energizing Employee Experience
Antony Japari (LOMA Society of Indonesia)	Reinventing Flexibility and Fluid Career
Rohit Chandrasekharan Nambiar (Executive Director Tune Protect Malaysia)	Sense and Collaboration With Science

MODERATORS

- a. Dr. dr. Matrisya Hermita, MSI, MIKOM, University of Gunadarma
b. Azuarini Diah P, SE, MM, IPGDI, ANZIIF, QRMO

PARTICIPANTS

- a. Commissioners, Directors and Senior Management of insurance and reinsurance companies
b. Regulators and Supervisory Authorities
c. Insurance brokerage companies and reinsurance brokers
d. Service Providers including Management Consultants, Lawyers, Technology Companies and Loss Adjusters
e. Holder of Risk Management Certificate
f. Human Resources Practitioner
g. Professionals
h. Academics

THE ORGANIZERS

This international webinar with the topic on Global Talent Trends In The Insurance Industry: The Future of Work will be held in collaboration between The Indonesian Insurance Institute and Gunadarma University Jakarta.

TIME AND VENUE

Time : Tuesday, November 23, 2021, 13.00 to 17.00 PM (Western Indo
Venue : Zoom Meeting, UGTV Digital, UGTV Mobile (Android & iOS), We

