



**Actuaries
Institute**



YAP - What Your Business Needs from You

Life's brighter under the sun

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Sun Life Financial Asia



Getting from there to here

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Australia



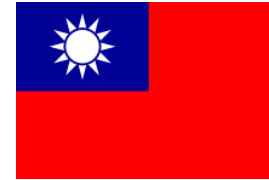
France



United Kingdom



Hong Kong



Taiwan



South Korea



Indonesia



Malaysia



China



The Education of A Failed Actuary

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- Perfectionism and the (old fashioned) discipline of IT
- What I wish I knew earlier part 1: What is management?
- Project management – the art of on time, on budget, on scope delivery
- Grape scissors and the Corporate Butler
- Learning in a cultural melting pot

Lessons in communication

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- Red ink, or how to say as much as possible in as few words as possible
- Distinguishing and relentlessly focusing on what's important
- Metaphors at the Board
- Windscreens and mirrors
- The power of positivity



What does a CEO need from his actuaries?

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- Customer behaviour, distributor behaviour and problem products – a Taiwanese misfortune
- Resilient product mix – “anyone for a Financial Crisis?”
- The Big Deal (or no big deal) – a decade of investment in China

And more importantly.....

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- Partnering
 - *Seeing the other point of view*
 - *Looking for the win-win*
- What I wish I knew earlier part 2:
People and growth opportunities – the right team meets the right market



Summary

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- Your customers are smart
- Your distributors are smart
- Communicate clearly & at the right level
- Anticipate & think broadly
- Recognise that it's others who create success



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Q & A



