



BKR Intl 2018
Annual Worldwide Meeting
Embracing Transformation



Transformational Leadership for Success
October 22, 2018, Shanghai, China
Jonathan Low CSP PCC

www.GlobalSuccessLearning.net



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Thank you for the opportunity to be of service to you. Look forward to visit and speak at your next conference / home country next.

Have a transformational leadership journey ahead. Wishing you success always.

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BKR
INTERNATIONAL

2018 Annual Worldwide Meeting

Hyatt on the Bund
Shanghai, China
October 20-23, 2018



Welcome to Shanghai

**Welcome to BKR Intl Annual Mtg, 48
diff countries**

**Amazing visual on the transformation
& history of Shanghai as a city.**

**Maureen Schwartz, New York
James Zhang, Shanghai**

Review of audited financial
statements and budget

Approval Time

Manuel Rangel, Jr, Mexico City

One Vision, One Voice

“We are living in interesting times”

Period of Transition

“Uniter of the Regions”

Leading BKR

- to the best experience

Howard Rosen, New York

Worldwide Chair’s Report

Updates on Boards & team

“Get to know them”

159 / 541 / 77

Trustworthy, Participate

Jacqueline Wolfovski, Paris





Magic Kingdom



Epcot

Disney Parks Orlando Florida



Hollywood Studio



Animal Kingdom

Uncertainty **Fear**

Change **Disruption**

Challenging **Fear**

Excited

Growth

Opportunity

Adaptability

Lead

Engage

Thrive

Performance

Vitality 2017

Finding the Value of Emotions
in the Global Workforce

Insights from 1675 leaders & staff members
in 95 countries



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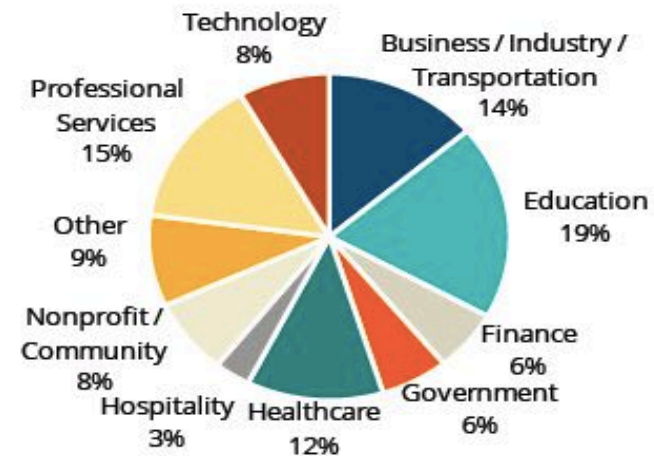
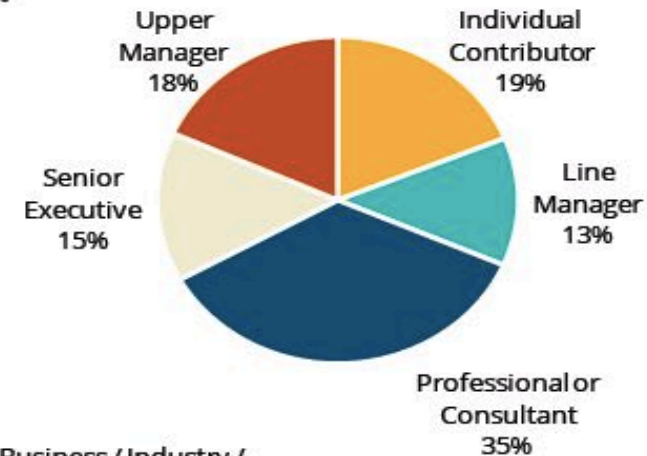
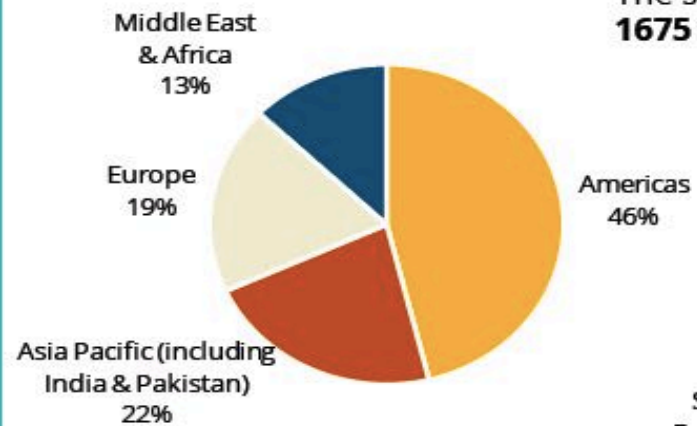
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LEARNING ACADEMY
Empowering Professionals to Achieve Success

Who took the survey?



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The sample population is composed of **1675** people from **95** countries



GLOBAL SUCCESS
LEARNING ACADEMY

Biggest Barriers

1. Poor Leadership / Management - lack of communication, leading to low trust / minimal change
2. People don't have the time, or enough employees on the team, to do the work
3. Short term focus = lack of planning. The vision / direction / goals are not clear



SKILLS OF THE FUTURE

10 SKILLS YOU'LL NEED
TO THRIVE IN 2020

WHAT WILL BE THE 10 MOST IN-DEMAND JOBS IN 2020?



1. Data analysts



2. Medical technicians, physical therapists, and workplace ergonomics experts



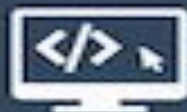
3. Sales and Marketing Specialists



4. Customer service representatives



5. Management analysts



6. Software developers and computer programmers



7. Veterinarians



8. Product designers and creatives



9. Teachers and trainers



10. Accountants and auditors

WHAT ARE THE TOP 10 SKILLS YOU'LL NEED TO THRIVE IN 2020?

1 Complex Problem Solving

The skill to see relationships between industries and craft creative solutions to problems that are yet to appear is a must to keep up with AI machines.



2 Critical Thinking

People who can turn data into insightful interpretations will be sought after due to the complexity and interconnectedness of various fields like computer science, engineering, and biology.



3 Creativity

The quality of randomness and the ability to build something out of ideas is a skill that will pay off now and in the future.



4 People Management

Robots may acquire analytical and mathematical skills, but they can't replace humans in leadership and managerial roles that require people skills.



5 Coordinating with Others

Effective communication and team collaboration skills will be a top demand among job candidates in any industry.



6 Emotional Intelligence

Qualities that relate to emotional intelligence such as empathy and curiosity will be a big consideration factor for hiring managers of the future.

7 Judgment and Decision-Making

The ability to condense vast amounts of data, with the help of data analytics, into insightful interpretations and measured decisions is a skill that will be useful in the information age.



8 Service Orientation

People who know the importance of offering value to clients in the form of services and assistance will be in demand as businesses would want to provide solutions to the problems of society.

9 Negotiation

The ability to negotiate with businesses and individuals to come up with a win-win situation is a skill that will be needed to survive in affected industries.

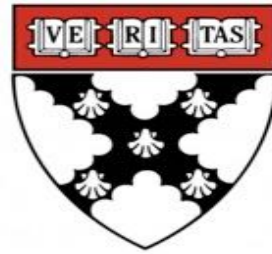


10 Cognitive Flexibility

The ability to switch between different personas to accommodate the challenge at hand will be important to be successful in combined industries.

Power of Response





**Harvard
Business
Review**



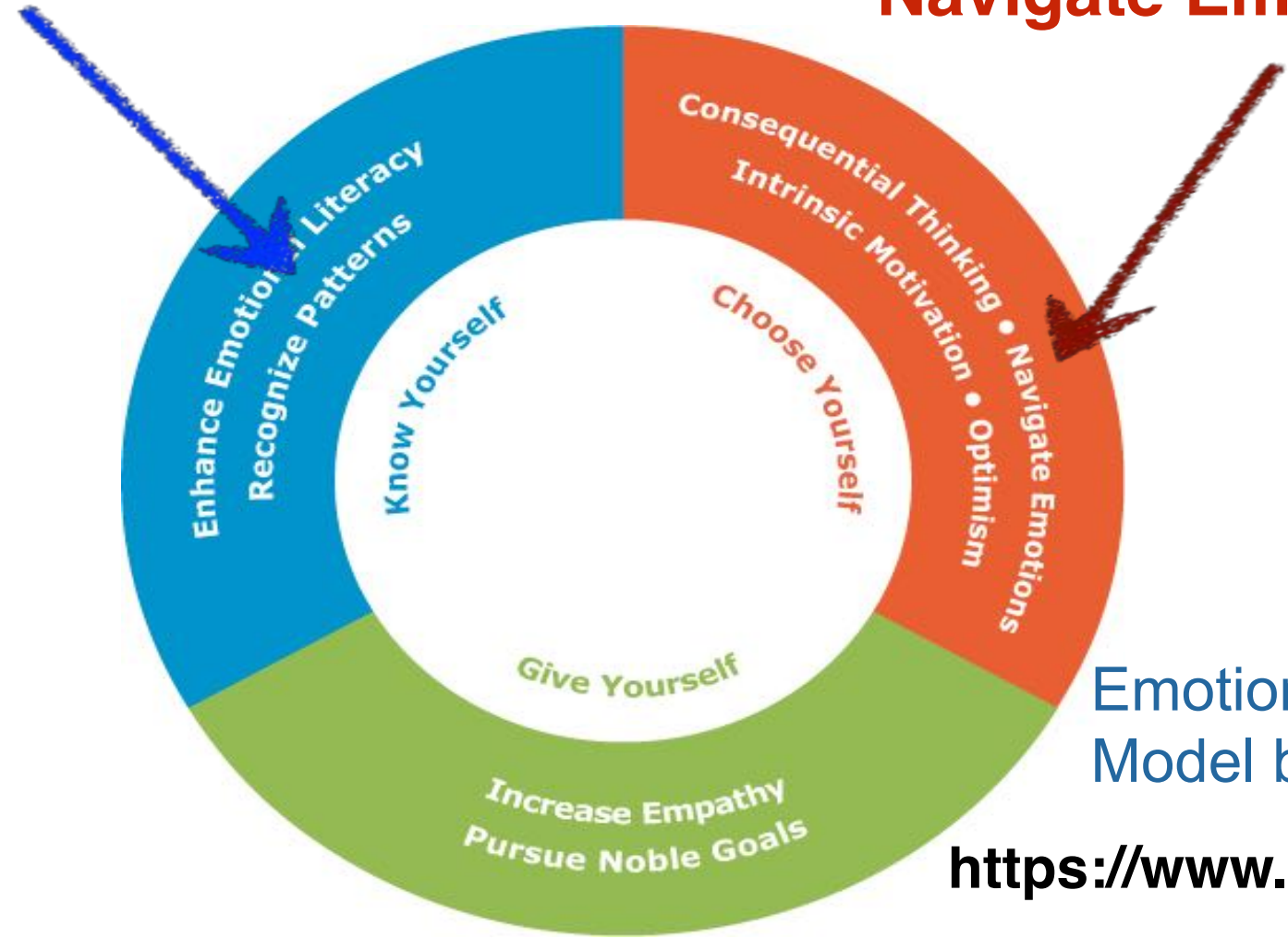
“It's a basic tool that, deployed with finesse, is the key to your professional success”

Source: Harvard Business Review, Summer 2014



Recognise Patterns (RP)

Navigate Emotions (NE)



Emotional Intelligence Model by Six Seconds

<https://www.6seconds.org/>

Take 100% Responsibility

$$E + R = O$$

**Event + Response
= Outcome**



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Improving Performance • Inspiring Success

What outcomes do you wish to have
at work and in your life?

How will you embrace the
Power of Response
to transform yourself?

Relationship Matters

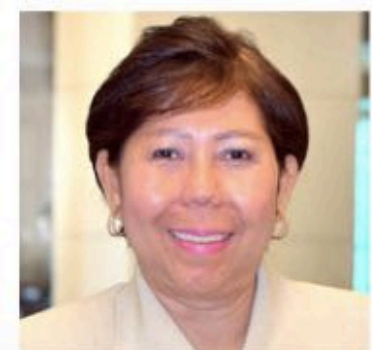




ONE
VISION



ONE
VOICE



SHANGHAI
CHINA



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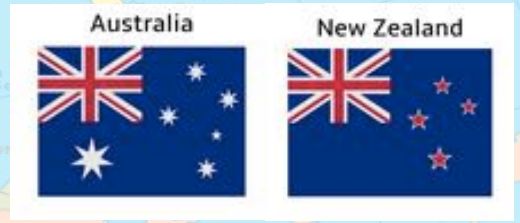
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What can you do to develop great relationships?







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Relationship Building Strategies

1. Listen to Understand. Be curious
2. Allocate Reach Out Time (F2F & online)
3. Courage to ask for “FeedForward”



1 -COMPETENCE



2 -COMMITMENT



3 - CONSISTENCY

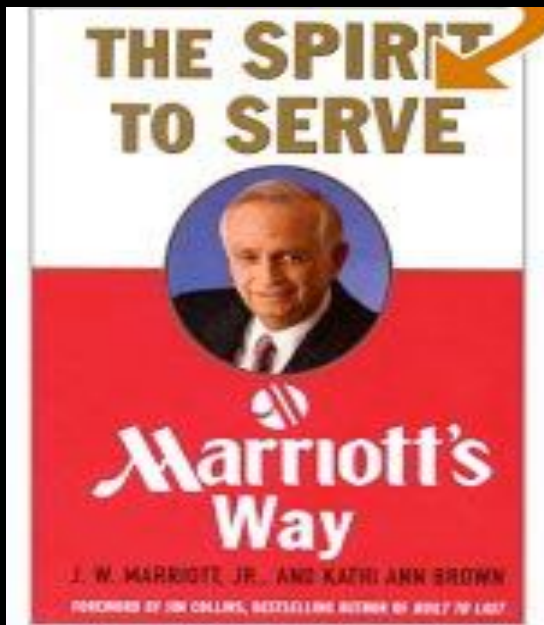


4 -CARING



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“Take good care of your associates and they will take care of your customers” J W Marriott

Resilience

(Mental Toughness)





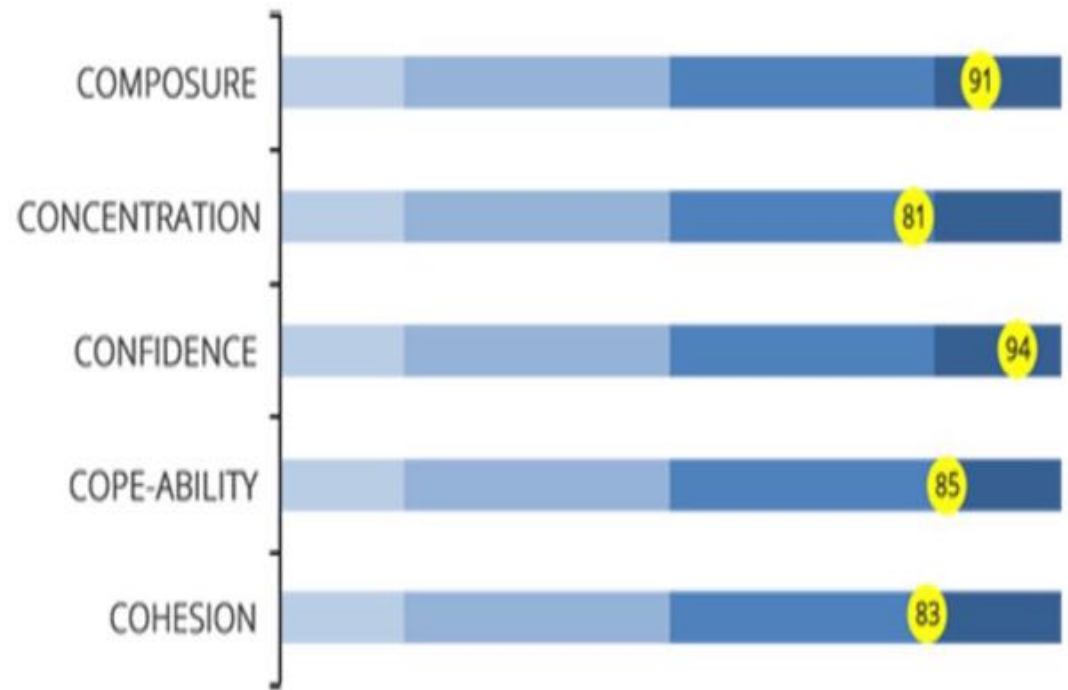
Mental Toughness for Leadership Performance

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Mental Toughness for Leadership Performance

MENTAL TOUGHNESS Profile™

5C's to Mental Toughness



Dr. Kelly McGonigal

How to make stress your friend?



TED



Embracing Transformation

- * Response
- * Relationship
- * Resilience



Embracing Transformation

- * Response
- * Relationship
- * Resilience

B - Resources



Excited

Growth

Opportunity

Adaptability

Lead

Engage

Thrive

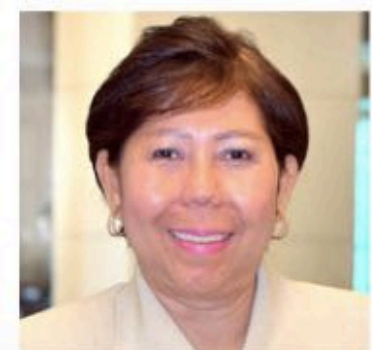
Performance



ONE
VISION



ONE
VOICE



SHANGHAI
CHINA

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Jonathan Low CSP

Global Speaker & Success Coach - Inspires teams to improve sales success, service experience and leadership performance

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Jonathan centers his speaking and executive coaching work with organizations and senior executives to measurably improve their leadership effectiveness and business performance especially in the areas of Service Quality, Sales Performance, Leadership Communication and Team Development. He...





Jonathan Low

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