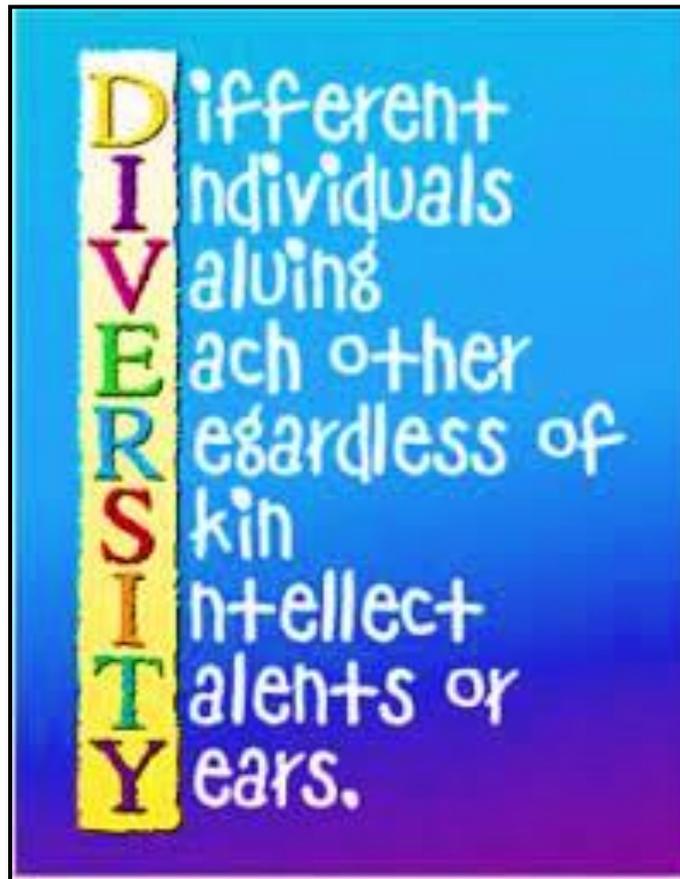


# **HOW DIVERSITY CONTRIBUTES TO SMART THINKING**

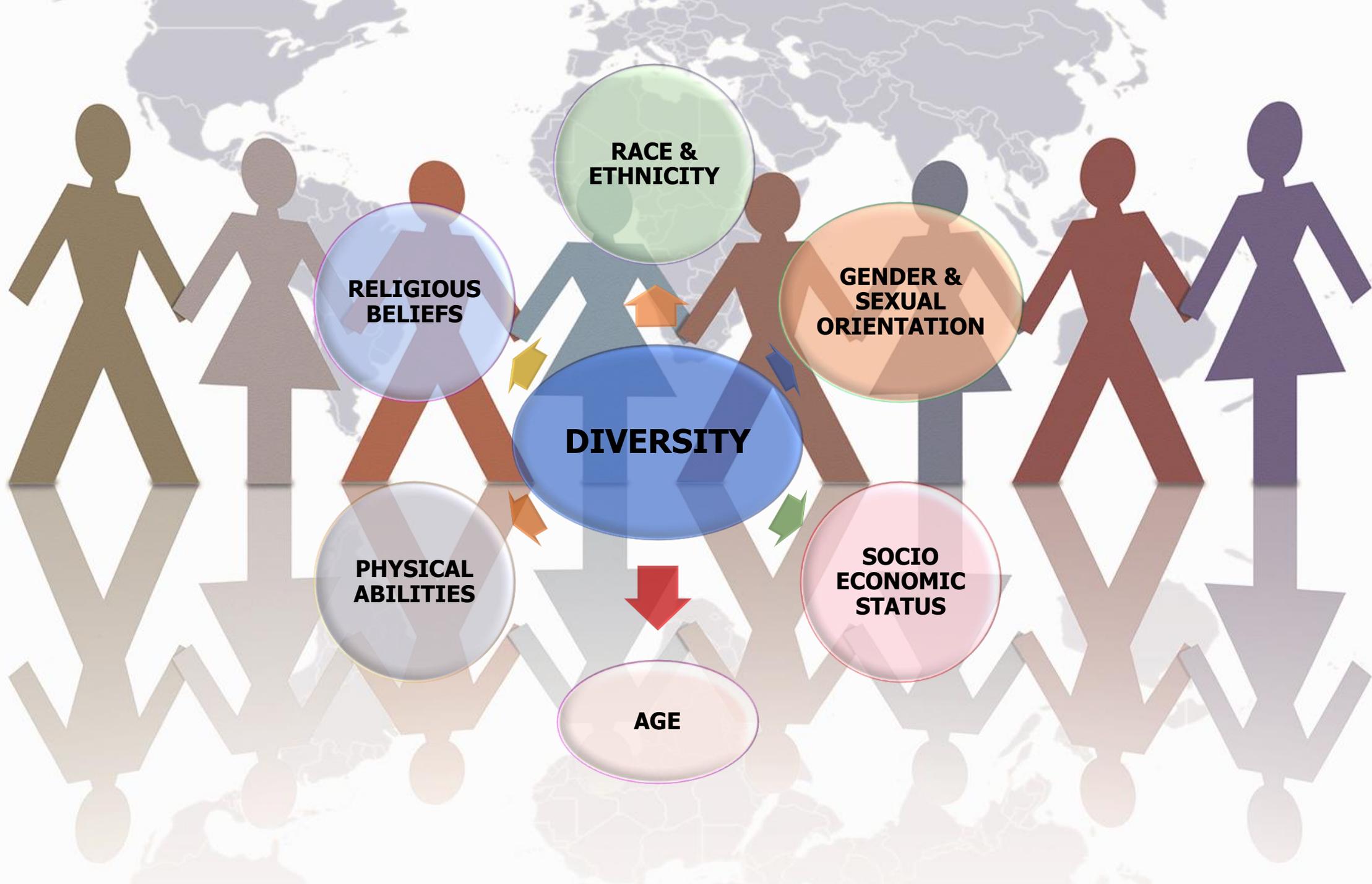
by: **Dato' Capt. David Padman**  
**General Manager, Port Klang Authority**  
**Malaysia**

# WHAT IS DIVERSITY?



**DIVERSITY = VARIETY**

The concept of “**diversity**” encompasses acceptance and respect. It means understanding that each individual is unique, and being able to recognize our individual differences.



# WHAT IS SMART THINKING?

**“Smart Thinking”** is actually the ability to understand how memory and experience work while providing methods to implement specific strategies that will enable deliberate, helpful changes to improve our effectiveness.

There are three key areas that we need to be in control of in order to engage in smart thinking:

**smart habits, high-quality knowledge, and the application of that high-quality knowledge.**



# OUTLINE

## Types of Diversity

- Personal
- Cultural
- Origin/Geographic
- Economic
- Gender

## Malaysia / Port Klang's Perspective in Adopting Diversity

## Challenges Faced in Accepting, Encouraging and Including Diversity in the Workforce

# PERSONAL DIVERSITY

How “**personal diversity**” characterizes individuals?

**AGE**

**NATIONAL  
ORIGIN**

**RACE/  
ETHNICITY**

**GENDER**

**PHYSICAL  
ABILITY**

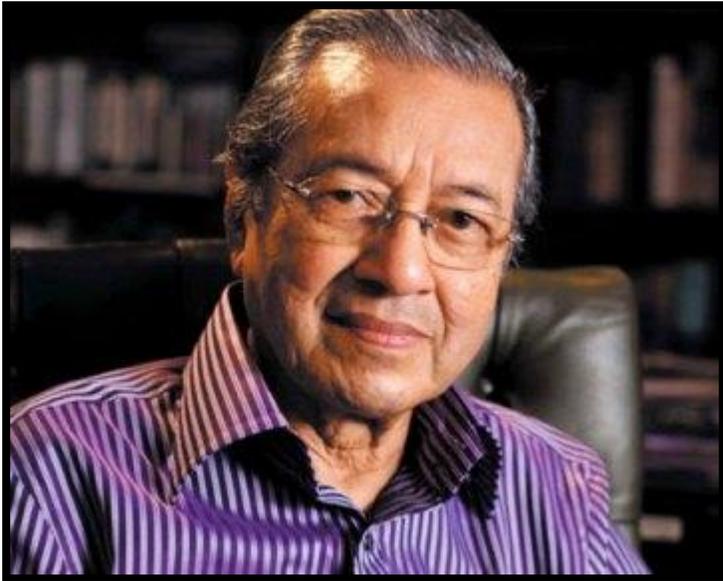
**EDUCATION**



What makes us all unique as individuals is the **DNA's** within us. DNA carries the "information" that determines how organisms grow and develop determining many of our traits and characteristics.

# PERSONAL DIVERSITY

An organization that is able to hire individuals with **different traits and capabilities**, different characters and talents, will surely create a strong , better performing workforce.

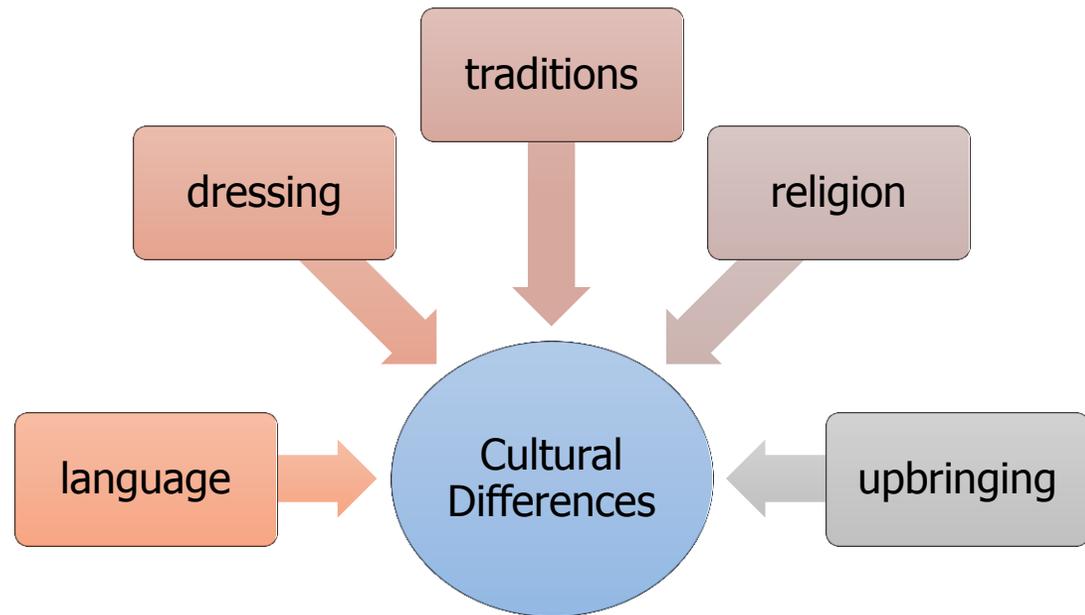


Tun Dr **Mahathir bin Mohamad**, the 4<sup>th</sup> Prime Minister of Malaysia was the longest serving Prime Minister, holding the post from 1981 to 2003. His father was a Malay with distant Indian (Malayalee) ancestry, whereas his mother was of the Malay descent. For all this contributions in developing the nation, he is known as Malaysia's Father of Modernization.

# CULTURAL DIVERSITY



**Cultural diversity** is the many separate societies that emerge around the globe differed markedly from each other but living together.



# CULTURAL DIVERSITY

In multi cultural societies, there are increasing numbers of **inter-marriages** which not only creates bonds between families, religions and cultures, it also introduces this new society of mixed heritage individuals.

These individuals will have a much wider, broader and unique perspective on things as he or she will have two heritages to discover and find connection with.





# Malaysian Food & Delicacies



# ORIGIN / GEOGRAPHIC DIVERSITY



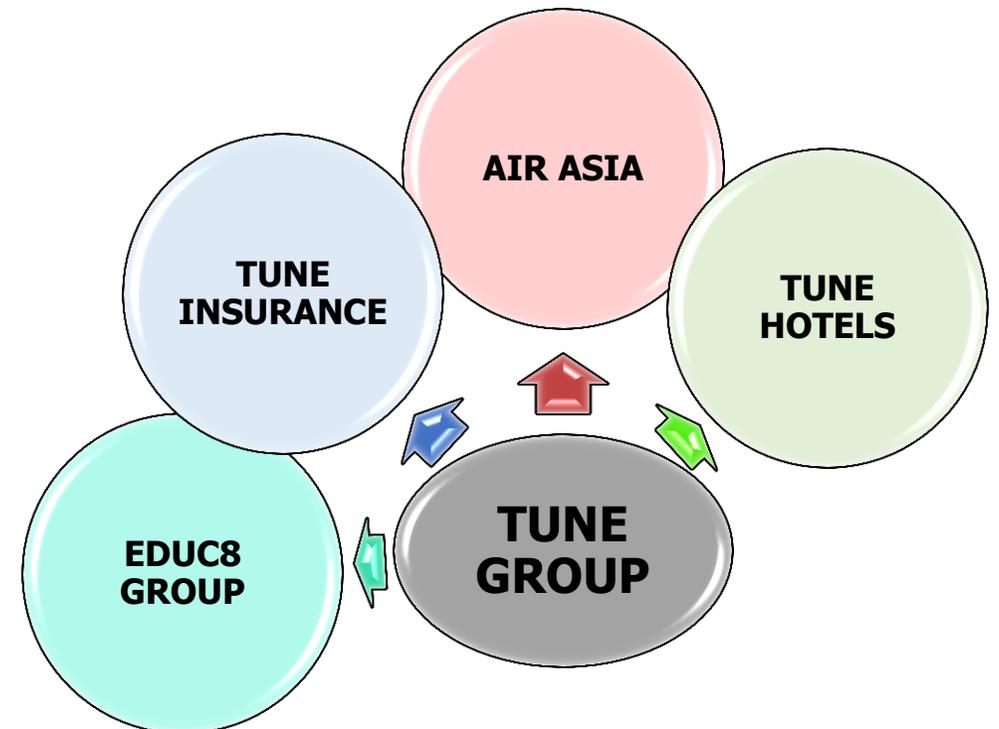
Citizens whose ancestors were immigrants from a different part of the world – creates diversity based on their origins.

Geographically, each country can be bordering another which exerts a certain amount of influence and similarities.

# ECONOMIC DIVERSITY

Economic diversity is a multidimensional concept that includes the products, workforce skills and capabilities in a local economy, in addition to how well that economy is able to compete in the global marketplace.

Diversity in the workforce gives a better understanding as well as insight into not only on the products/services, but also in the way of doing business in and local or international economy.



# GENDER DIVERSITY

In the past, women were given temporary/ part-time, or low responsibility jobs as first priority was to take care of their families.

Today, women are not seen as inferior to men and are slowly being accepted as on par, or even excelling over their male counterparts in every field.



# GENDER DIVERSITY

A research by Soroptimist International Conference, held in Malaysia in 2014, found women representation in an organisation achieved greater diversity in opinions, greater attention to managing and controlling risk, improved corporate governance and ethical behaviour, broader insight into economic behaviour and consumer choices that will boost sales and return on investment.

**Penelope Ying- Yen Wong**, commonly known as Penny, born to an Australian mother and a Malaysian father is an Australian politician who has represented South Australia in the Senate since 2002. She is currently the Leader of the Opposition in the Senate.



# DIVERSITY IN MALAYSIA



It is known that the people of Malaysia come from various origins. The Indians come from India and Sri Lanka, the Chinese come from China and the Malays come from Indonesia and the surrounding Malay archipelagos.

Malaysian's are brought together by the "**1Malaysia**" concept. 1Malaysia stresses on national unity and ethnic tolerance.

The 1Malaysia concept articulated by the Prime Minister is a good step to make national integration. The principles of 1Malaysia Foundation encourage public discussion and participation in critical social development, public issues and programmers.

Essentially, 1Malaysia Foundation takes every step possible to help achieve a truly united Malaysian Nation.



# Empowering Women Into Leadership

“Port Klang being one of the busiest ports in the world, has also not left out from this attempt to empower the position of women representations in its administration”



The Malaysian government has also embarked on highlighting the importance and recognition has to Gender Diversity.

10<sup>th</sup> Malaysian Plan (2011-2015): the Key Agenda will be **“Empowering Women”**.

# SUCCESSFUL WOMEN AT PORT KLANG AUTHORITY



**PUAN AZURA BT  
MUHAMMAD**

Assistant General Manager,  
Administration & Finance



**PUAN FAZILAH SURKISAH  
BT MOHAMMAD**

Legal Advisor



**PUAN NORAIDAH BT  
MOHD SAID**

Manager, Information Technology  
Department



**MS SHANTI T.  
GUNARATNAM**

Manager, Corporate Communication  
Department

# SUCCESSFUL WOMEN AT OUR PORT TERMINALS



**Pn. Norzalinda Mohamed**

Head of Container Services Division,  
Northport (Malaysia) Bhd



**Ms. Chan Chu Wei**

Non-Independent Non-Executive  
Director, Westports Malaysia Sdn Bhd



**Pn. Noor Azlenda Mohd Noordin**

Head of Finance Division, Northport  
(Malaysia) Bhd



**Ms. Joanne See**

Head of Human Resources,  
Westports Malaysia Sdn Bhd

# THE GLASS CEILING BARRIER

The “Glass Ceiling” is an intangible barrier within a hierarchy that prevents women or minorities from obtaining upper-level positions.

In Malaysia, the “ceiling” has been broken, as seen with our women-power in Port Klang. Women must dare to break the glass ceiling in order to achieve success in today’s challenging world as entrepreneurs in the business world.



Tan Sri Dato' Sri Dr. **Zeti Akhtar Aziz** is the 7th and current governor of Bank Negara Malaysia, Malaysia's central bank. She has been governor since May 2000, and was the first woman in the position.



Tan Sri **Rafidah Aziz** is one of the pioneer woman politicians in Malaysia, whom earned herself the nickname of the “Iron Lady of Malaysia” for her no-nonsense style.

# CHALLENGES IN DIVERSITY

The Acceptance Level due to the lack of communication / understanding and the resistance to the mindset change.

Incorporating and Implementing diversity into the objective, goals and blue prints of the organization's policies.

Managing, Evaluating and Developing the diversity in the workplace plan.

# HOW DIVERSITY CONTRIBUTES TO SMART THINKING?

*"Our Differences Makes Us Stronger"*

There can be no doubt that diversity does contribute to smart thinking. Diversity requires that we consider the conditions under which learning takes place, how physical structures and their location reflects values, the criteria of talent at all levels:

1- Diversity is the many differences that different backgrounds hold. Within those backgrounds are differences that make and improve people. In just the same way, we need diversity in teams, organizations and society as a whole, if we are to change, grow and innovate.

2- We should celebrate the differences, learn to work together and create better performance.



**THANK YOU**