



Nicole Lee – Culture that Innovates

What makes Malaysia special?

We were founded on inclusiveness and diversity.

Our national symbols and national motto all reflect this.

However, it takes courage and focus to really live out our national principles.

Can a culture of equality help organisations make a Wise Pivot?

The Wise Pivot is about creating your future, before others do it for you. If you look around, look at Malaysia, look at the world today, the future was never meant to be homogenous.

In an Accenture report “Getting to Equal 2019”, we found employees’ willingness and ability to innovate is nearly five times higher in companies with a robust culture of equality.

The truth is, innovation does not come from technology, it comes from people. A more equal culture is proven to be more effective in driving innovation versus paying people higher salaries.

How can technology enable a more equal culture?

Digital allows collaboration, flexi working arrangements, and fosters a strong culture of collaboration. When everyone is able to contribute from an equal playing field, the organisation reaps the benefit of ideas from a diverse team.

These days, our people are able to meet across boundaries, projects staffed by people around the world, maximise time around the clock and with online and virtual learning, upskilling is available at their fingertips.

At the end of the day, technology gives everyone access to options that can help them thrive and grow.

How can we build a culture of equality?

There are three pillars that build a workforce culture-of-equality.

Number one, Empowering Environment. One that trusts employees, respects individuals and offers freedom to be creative and to train and work flexibly. This is key to creating an innovation mindset.

Number two, Comprehensive Action. Policies and practices that are family-friendly, support both genders, and are bias-free in attracting and retaining people.

Third one, Bold Leadership. A diverse leadership team that sets, shares and measures equality targets openly. But it doesn't stop there. Employees in most-equal cultures also see fewer barriers to innovating at work, and they're less afraid to fail.

What does Malaysia Reimagined Now mean to you?

I truly want Malaysia to return to her roots. No colours, no races, no polarisation.

We need to discover and unlock the potential of what it means to be truly human, what it means to look after each other and to be effective steward of the resources entrusted to us.