



Human-Centric Leadership: The Key to Lasting Success in Asia-Pacific

Defining Human-Centric Leadership

Human-centric Leadership (HCL) is a leadership style that focuses on the well-being and development of individuals within an organisation. The approach focuses on creating a positive work environment that values and supports employees, not just on achieving organisational goals. This includes fostering open communication, providing opportunities for growth and development, and creating a culture of trust and respect. The ultimate goal of HCL is to **create a workplace where individuals can thrive and do their best, which in turn can lead to better performance and results for the organisation.**

Why Human-Centric Leadership is the Right Approach for Asia-Pacific

HCL is particularly appropriate for the Asia-Pacific (APAC) region.

First, many cultures in the APAC region place a **high value on relationships and building trust**, which is a key aspect of HCL. A leader who prioritises the well-being and development of their employees and fosters a culture of trust will be well-received and respected in these cultures.



Second, many countries in the APAC region have large and rapidly growing populations, which means there is a large and diverse workforce. A HCL approach can be effective in managing and leading such a diverse workforce by **ensuring that everyone is included and respected.**

Third, many countries in the APAC region have a strong family culture, and many employees have strong family commitments. A HCL approach that **supports work-life balance and flexibility** can be beneficial in such cultures to retain and motivate employees.

Finally, many countries in the APAC region are undergoing rapid economic development, and competition for talent is fierce. A HCL approach that prioritises employee well-being and development can help **attract and retain top talent in this competitive environment.**

All in all, HCL is particularly appropriate for the APAC region, where the focus is on relationships, cultural diversity, and work-life balance.

How Human-Centric Leadership is Critical to Effective Leadership

HCL is important for effective leadership because it focuses on the needs and well-being of individuals in an organisation, which has many benefits.

1. When employees feel valued, supported, and respected, they are more likely to be engaged and motivated in their work. This can lead to **higher productivity, better job performance**, and ultimately better results for the organisation.
2. A HCL approach can **foster a culture of trust and open communication** within an organisation, which can help build stronger relationships between leaders and their teams. This can make it easier for leaders to effectively communicate their vision and

goals, and to understand and address the needs of their teams.

3. A HCL approach can also help create a more positive and supportive work environment, which can lead to **higher employee satisfaction and lower turnover rates**.
4. When leaders take a HCL approach, they are more likely to empower their team and help them grow and develop, which can lead to a **more agile and adaptable workforce**.

Overall, HCL can have a positive impact on both the individual and the organisation, making it a critical component of effective leadership.

Important Steps Leaders can Take to Become More Human-Centric Leaders

- **Prioritise employee well-being:** Leaders should give the highest priority to the well-being and development of their employees. This can include things like providing opportunities for professional development, fostering a positive and supportive work environment, and promoting work-life balance.
- **Listen and communicate effectively:** Leaders should actively listen to their employees and strive to understand their needs and concerns. They should also communicate clearly and transparently and be open to feedback from their teams.
- **Leading by example:** Leaders should lead by example and model the behavior they expect from their employees. This includes treating everyone with respect, being honest and transparent, and showing a genuine interest in the well-being of others.
- **Empower employees:** Leaders should empower their employees to take

responsibility for their work and give them the autonomy to make decisions and solve problems on their own. This can help build trust and create a more engaged workforce.

- **Show appreciation and recognition:** Leaders should acknowledge and recognise the contributions of their employees. This can be done, for example, through verbal recognition, bonuses, or other forms of reward.
- **Build a culture of trust:** Leaders should work to build a culture of trust in their organisation by being transparent, honest, and treating everyone with respect.

By taking these steps, leaders can create a positive and supportive work environment.

Human-Centric Leadership Leads to Lasting Success in Asia-Pacific

HCL leadership is particularly important in the Asia-Pacific region because relationships and personal connections play a major role in many of the cultures there. Building trust and maintaining close relationships with employees, customers, and partners are critical to success in this region. In addition, many Asian cultures place a high value on respect for authority and hierarchy, so a leader who can balance this with a HCL approach will be better able to motivate and engage their employees.

The challenge of leadership has never been greater, and in 2023 the risks will multiply. Human Centric Leaders are needed to help their employees **meet and overcome all challenges**.



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A graduate of Harvard University, Chris has lived in Seoul for 13 years, New York City for 10 years, and Singapore for 3 years. In 14 years, he has coached more than 3,500 professionals from over 90 countries in the areas of leadership, personal branding, and interpersonal effectiveness. He has also held various coaching and leadership development roles at business schools UNC Kenan-Flagler and INSEAD, and has international management consulting experience in technology, strategy, marketing, finance, and human resources projects at companies such as Samsung Electronics and McKinsey & Company. He has helped clients in Korea and APAC with their leadership and organisational transformation strategies and brings 25 years of consulting experience in strategy, technology, marketing, finance and HR. He's also a guest lecturer at SKK GSB, Seoul National University, Yonsei and KAIST.

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