

EVP Conversations

**Speakers: Pebbles Lacson, Senior Human Resources Manager
Mai Pablo, Wholesale Banking
Sebastian (Seby) Fandino, Client Management, Wholesale Banking
Nathan Chan, Markets Implant**

[Text on screen]
HSBC

[Pebbles]
Hello and welcome to today's episode of the HSBC Employee Value Propositions. Our topic is on conversations. I'm Pebbles, your host, and with me today are three very interesting gentlemen with whom I will be having a very good conversation.

Hello gentlemen!

[Text on screen]
Conversations
HSBC Employee Value Proposition

[Pebbles]
Hello gentlemen!

[Guest participants]
Hello Pebbles! Hi!

[Pebbles]
We're going to be starting with Mai Pablo, who is a line manager in our Wholesale Banking group. Hi Mai, thank you for joining today's episode. Please start by telling us what is the importance of having regular conversations with your team.

[Text on screen]
Mai Pablo
Wholesale Banking

[Mai]
So for me, regular conversations with the team actually promotes better collaboration, improved production and then, you know, you gain the confidence and trust of the team.

[Text on screen]
Promote collaboration, improved production and trust

[Mai]
At the same time, you would know what to coach them on, especially in terms of execution of projects and deliverables. And also prepare them for the next chapter.

[Text on screen]
Informs coaching

Prepare for next career chapter

[Mai]
So, as much as possible, whenever there's an opportunity, I tried to give them, you know, opportunity to be visible, to gain visibility with the wider team, with senior management by, you know, assigning them presentations where necessary.

I prefer doing regular conversations face to face. Because it allows me to gain some sense in terms of the [present state] of well-being. It allows me to, you know, I will know who needs more help or extra support in terms of flexibility because you know what's happening in their personal lives, which is also important to develop that personal relationship with them, and then in doing so you're building the trust and confidence of the team.

[Pebbles]

I guess it's critical as a line manager, you can actually help open doors for them, but it starts with you knowing what it is that they need or do they aspire for, right? Then you can properly support them.

Thanks for sharing that Mai.

And what about you Seby? As an employee of the Bank, how valuable is it to be having regular conversations with your line manager?

[Text on screen]

Seby Fandino
Client Management, Wholesale Banking

[Seby]

Regular conversations allowed me to figure out what was expected of me explicitly in terms of role. How well I was doing or if I needed to have any improvement

[Text on screen]

Regular conversations help clarify expectations

[Seby]

It also allowed me to really, you know, focus on and define if I was on the right path. You know, I don't want to be that guy saying the sky is red when everybody's saying it's blue.

[Text on screen]

Help focus and define path

[Seby]

So having those conversations allowed me to really focus on what I needed to do and learn about what I could be doing more. At the same time, having regular conversations with my team also allowed me to have a better context of what was going on with them. Client servicing is really a high demand job, especially throughout the day and we all have things going on at home and, you know, in our personal lives. So it really allowed me and helped me to understand the position of my teammates and better help them and help the Bank do better.

[Text on screen]

Conversations promote team alignment

[Pebbles]

I think that's really valuable because we go to the Bank, we work here but we're all humans, right? So that regular connection and I like what you said about knowing the context of people is very important and that will really help us work better I think as a team.

Thanks for sharing that.

And what about you, Nathan? You've also been with the Bank for about a year now. How has having regular conversations helped you?

[Text on screen]

Nathan Chan
Markets Implant

[Nathan]

So one thing actually that has remained constant since my first day at the Bank is the continuous learning. Not only in my field of work but also my own career path. So actually in the past year HSBC has given me countless opportunities to grow, to develop and to discover myself as I find my way through and find my place in the Bank.

So, regular check-ins have actually enabled that and also enriched my learning. Because I feel like it is in those learnings that I'm able to discuss my career development aspirations as well as the skills I need to hone those goals.

[Text on screen]

Regular check-ins allow discussions on career aspirations

[Nathan]

So actually, personally, I view regular check-ins also as a way to learn from the experiences and advice from very seasoned professionals, such as yourselves.

So, actually, just like what our CEO told us graduates, he advised us to be like sponges and to always absorb knowledge. So each time I think of that. I am reminded to not only learn from the experiences and journey of others but I'm also reminded to accept and embrace constructive feedback when needed.

So, ultimately, I believe without check-ins I also wouldn't have landed my current role as the GM Implant. Because actually during one discussion with my line manager back then, when the opportunity presented itself to me, during the discussion I was telling my line manager what my goals were, what my aspirations were and he opened up the role to me. And thankfully, when I applied, I got through.

[Pebbles]

Thank you very much gentlemen for sharing your insights in today's episode.

[Guest participants]

Thanks for having us.

[Pebbles]

That concludes today's episode. Thank you for joining us. I hope you got insight into what makes working with HSBC both meaningful and truly rewarding.

[Text on screen]

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