

## **EVP Feedback**

**Speakers: Pebbles Lacson, Senior Human Resources Manager  
Bea Reyes, Digital Business Services - Graduate Trainee  
Coleen Chiu, Finance - Graduate Trainee  
Jean Ng, Risk and Compliance - Graduate Trainee**

**[Pebbles]**

Hello and welcome to today's episode of the HSBC Employee Value Propositions. I am Pebbles, your host, and today I'm feeling really fresh because to talk to us about the power of giving feedback, are three of my fellow Gen Zs.

Hello batchmate!

**[Guest participants]**

Hello/Hi

**[Text on screen]**

Feedback  
HSBC Employee Value Proposition

**[Pebbles]**

So Bea, tell me, how has feedback helped you in your career thus far?

**[Text on screen]**

Bea Reyes  
Digital Business Services - Graduate Trainee

**[Bea]**

Thanks for the question Pebbles. So actually like my other colleagues here, I'm actually an early career professional. Meaning that HSBC is my first job and as a graduate or management trainee here at HSBC, I do believe that my feedback from my different rotation and line managers has really been helpful. And because of this management trainee programme, I've been experiencing the different leadership styles of different leaders. Different, but great leaders to say. And because of that despite having different personalities for both of them, different styles, different types of work that they do and different expectations, I do realise that all of them will still have one singular goal when providing feedback.

**[Text on screen]**

Manager dedicates time for feedback

**[Bea]**

They do give dedicated time and continuous feedback and support to help me, not just my work, not just the Bank, but to help me as an individual to be a better person every day.

**[Pebbles]**

Thank you for sharing, Bea

**[Bea]**

Welcome!

**[Pebbles]**

How about you, Coleen? How has feedback been very important in your career?

**[Text on screen]**

**[Coleen]**

You know what I really appreciate about HSBC is its culture of succeeding together. I can see this with the right support network that they give us and making sure that we receive the right feedback in order to make us progress in every step of the way.

And in my department specifically we have a culture of speaking up and we are encouraged to voice our comments and questions no matter how small or how outrageous they might be. And no one gives a laugh about it. We all take it seriously and make sure that every moment is a learning opportunity for us.

**[Text on screen]**

Speak Up culture

Encouraged to voice out comments and questions

Feedback is valued

**[Coleen]**

And aside from the regular check-ins that I have with my manager, we also have regular check-ins with the team.

**[Text on screen]**

Regular check-in with manager and team

**[Coleen]**

So we have our regular sharing sessions where we share our current work and we share our current processes and problems with the team and we help solve our current problems together. So this kind of feedback really shows how HSBC equips us with the right support network in order to grow in our current roles.

**[Pebbles]**

And how frequently do you have those team check-ins?

**[Coleen]**

Actually, we have them biweekly. So, we get feedback very often and make sure that we solve our problems right away.

**[Text on screen]**

Frequent feedback and quick resolutions

**[Coleen]**

Especially for Finance, we have a lot of issues that we need to solve immediately and this kind of feedback system really helps speed things up.

**[Pebbles]**

And so you mentioned that you have very frequent feedback with the team. Are you also documenting these?

**[Coleen]**

Yes. Actually, we have a tool in our system that allows us to receive and ask for feedback. This is well documented in the system. So we can regularly check in on those comments and feedback every now and then and make sure that we are constantly progressing throughout our journey in HSBC.

**[Text on screen]**

Document feedback

**[Pebbles]**

So, Jean, tell me. Why is feedback important in your career?

**[Text on screen]**

Jean Ng

## Risk and Compliance - Graduate Trainee

### **[Jean]**

So, as a young professional in my early career stage, it's very important for me to know what I'm good at and where I have to improve on to enable me to grow both professionally and personally and life in general.

This is why receiving feedback has a big impact in my personal growth. It used to be a daunting task for me to ask for feedback. Because I tend to be overwhelmed when I see more wrongs in the things that I do. But I'm very fortunate to be a part of a team that has a strong feedback culture, that cultivates a growth mindset.

Being the youngest and least experienced in the team, I appreciate how my teammates would really take time to sit down with me to discuss my performance on certain projects or tasks. They would share their previous experiences and expertise with me to enable me to learn and improve.

### **[Text on screen]**

Teammates share expertise

### **[Jean]**

I also appreciate how my line manager would never fail to make me feel recognised and rewarded but at the same time enable me to understand and improve where I fall short.

### **[Text on screen]**

Line managers recognise and reward

### **[Pebbles]**

Thanks for sharing that.

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]**

HSBC