



2021 SUMMER INNOVATORS Resolution Booklet

FROM SHY TO SHINE, IGNITE YOUR PASSION,
JUMPSTART A PURPOSEFUL CAREER!

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About Us

“ WHO ARE WE?
WE ARE SUMMER INNOVATORS!”



The Summer Innovator (SI) Programme is a specially devised internship programme that includes mentoring with elite leaders in HKBN, opportunities to learn from top industry captains, hands-on work exposure, impact immersion visits and a unique innovation garage project to unleash the SIs' potential and prepare them as change leaders of tomorrow. As the Programme encourages young Talents to “learn, explore and innovate as much as possible”, summer interns have since 2018 been referred to as “Summer Innovators”, to truly reflect their role at the company.

This year, eight young Talents outperformed from more than 2,000 applicants to work with HKBN to “Make Our Home a Better Place to Live”. The SIs' 8-week journey entailed not just performing tasks as assigned by their departments, but also working in groups on innovative garage projects and meeting with people from all walks of life, multiplying their impact far beyond the HKBN office.

“In this programme, we try to give to our next generation what we did not have when we were 21. What we ask from you is you to give back to your next generation,” said NiQ, Co-Owner & CEO of HKBN. And so as the journey for these 2021 Summer Innovators end, it also marks a beginning of another that would set eight young Talents down a path of growth and far-reaching impact!



James Yeung
Legal and Regulatory



Tiana Tsang
Talent Excellence



Eunice Lam
Talent Acquisition and
Branding



Charlie Hao
HOME+ (Business
Development) & Finance

*Summer
Innovators
at a Glance*



Yuka Li
Information Technology
System Administration



Eliza Mak
Information Security



Isaiah Hui
Corporate
Communications



Justin Li
Digital

Milestones of Our SI Journey



Mother's Choice Visit

Eunice Ku, Assistant Director of Mother's Choice, explained how they helped pregnant youths and newborns.



Bowtie Insurance Visit

Gabriel Kung, Chief Commercial Officer of Bowtie Insurance, demonstrated how the company disrupted the market via innovation & courage.



Thinking In & Out of the Box

Developed self-awareness and identified our personal constraints, which are then overcome by turning thoughts into actions.



RMHC Visit

Learnt about how RMCH provides love and care to local children in need, as well as understanding how a charity runs.



CXO Mixer Night

Meeting with CXOs from various backgrounds, we had a fruitful learning experience discussing our career paths and industry trends.

28 Jun

HKBNer 101

To dive into HKBN's unique culture through a culture hunt and group presentation



9 Jul

Experience Tour: Retail Store

Visited HKBN retail store in Sham Shui Po and learnt about the day-to-day duties of frontline Talents.



14-16 Jul

23 Jul

Sparkles Night

A night that gathered Innovators from previous years to look back – a and forward – to amplifying SIs' impact.

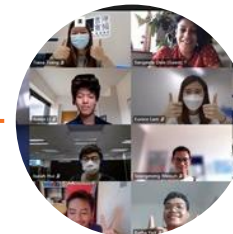


23 Jul

30 Jul

Virtual Sharing with CCF

Virtual meeting with Scott Neeson, founder of Cambodian Children's Fund, and his students.



3 Aug

6 Aug

Chart the Course with HKBN

Engaging with young Talents from different corporations in an idea hackathon and panel discussion to turn purpose into action.



12 Aug

13 Aug

Graduation Ceremony

Programme wrapped up with a sharing of our Innovation Garage projects and personal learnings.



18 Aug



Summer Innovators' Resolutions

Charlie Hao | University of Toronto

HOME+ (Business Development) & Finance

Shyness is a disability and a career limiter

Before coming into this program, I was really **shy and am really scared of speaking in public**.

After I came to HKBN, I realised that shyness has blocked me from many great opportunities out there. A quote from our CEO, NiQ, struck me in particular: **"In Asian culture, shyness is considered a virtue, but in the corporate world, shyness gets you nowhere and in fact will greatly limit your potential."** That's when I started to take my baby steps. I started to proactively ask questions during Mother's Choice and Bowtie company visits. I amazed myself with this power of proactiveness. I am in HOME+ (Business Development) but I reached out to the finance team myself to help with the modeling and investor decks; I got myself the opportunity to shadow and chat with NiQ and many c-suite executives; I even invited a Goldman Sachs MD for a lunch together. These are all crazy things that I would never imagine myself doing at my current stage at any company.

This applies not just to me, to all SIs. **Being proactive brings you more than what you expect**. From today, ask or do what you want regardless of how crazy you think this idea is. Nothing should hold you back from being proactive. **Don't overthink it since overthinking everything results in stress and self-doubt**. The key message is **"You take 100% when you are proactive."** So what if you got rejected? At least you get a response. Indeed, sometimes if you are proactive enough, a "No" doesn't really mean a final "No".



Actions speak louder than words

The best thing I love about this Programme are **"Resolutions"**. SIs became more familiar with this term as the programme proceeded. Resolution is basically writing reflections/things you learned from an event and share it with all Talents in the company to maximize everyone's learning. The reason I like it so much is that in this current fast-paced society, people take so little time to think and reflect on themselves. Indeed, **reflecting is a key step to point you in the right direction or do better at what you do**.

However, **what's more important is the action afterwards**. "Actions speak louder than words". Just watching professional tennis players on YouTube doesn't make you a professional tennis player. Hence, my definition of resolution now is **"Reflection + Action"**. They are all indispensable with actions being more important. This programme has really empowered me to keep doing and reflecting since HKBN provided me the safe space to do so.

Last but not least, I would like to express my sincere gratitude to all HKBNers who have mentored and helped us. "Life-changing" is the only adjective I can think of to describe this Summer Innovator programme. Thank you all and I will pay it forward!



Eliza Mak | Hong Kong Baptist University

Information Security

#JumpOverTheLimit

Being essentially an introvert, I used to be reluctant to speak on my first day at HKBN. Time goes by, I am surprised to see my transformation from a small potato who rather hide myself in the corner, into someone who can speak confidently on stage. The exposure here is something I never expected – from company visiting to Mixer Night, I witnessed my growth from being shy to holding a glass of wine and proactively talking to the CXOs from different companies. I have discovered another side of myself. As I've learned in "Thinking In & Out of the Box" Workshop, **the reasons why we often find it hard to be innovative are because of self-set limitations.** If I told myself "I do not do well in networking", then I will certainly be hiding myself like I did on the first day. Confidence is the key to everything, no matter you are good at it or not.



Amplify your impact

I am glad to be involved in projects that expanded my horizon, namely the event planning of Mixer Night and collaboration project with Mother's Choice. I treasure the opportunity to suggest improvement areas to Mother's Choice's Mother-Child Placement Scheme. Partnered with James (a SI peer) and Michelle from Mother Choice, we were grateful that our recommendations will be considered for future planning. The impact is thus not just limited to Mother Choice's operations, but also the beneficiaries of the service. Aligned with our HKBN's Core Purpose, "Make our Home a Better Place to Live", **I am glad to put our words into actions and amplify our efforts for greater impact.**



Attitude is the key

Supplementing the SI events that helped me overcome my shyness, the workplace exposure helped me understand the importance of time management. Lasting 8 weeks, the SI programme did not take up an entire summer, but then **I realised that time passed in a flash.** In the workplace, it's only appropriate to be on time. The way to make a difference is to be well-planned. Never stop taking control of your time and with practice, we will become masters of our own schedule.



Eunice Lam | The Hong Kong University of Science and Technology

Talent Acquisition and Branding

Don't Limit Yourself

Looking back to 8 weeks ago, I would describe the old me as a tortoise who was shy and always hid in my shell to avoid being hurt. I used to stay in my comfort zone to avoid failures, but I never noticed this actually kept me away from becoming better. Empowered by leaders and the unique culture of HKBN and of course the support from my SI buddies, I'm now eager for opportunities to try and learn something – anything – new, including being an event organiser, hosting an event as an emcee, mingling with business leaders, and more. Overcoming all these challenges gave me a sense of accomplishment that I never had. My SI journey taught me how sometimes it's not that we aren't capable, but that we've set boundaries for ourselves and refuse to step from our comfort zone and take the plunge. If we could overcome our fear of trying new things, we could achieve unexpected breakthroughs! I am confident to say that **#IamNoLongerATortise**



The Essence of Finding our Own PASSION

Another huge transformation is I have now become more passionate. Many of my friends plan to pursue their career by simply following set paths, or simply to fulfill the expectations of their parents. In the past, I might think that this is not a big deal. But **HKBN taught me the importance of PASSION and PURPOSE**, that without both, I cannot stand out from the average and shine, as they are essential for 100% commitment to your job. I believe I, and all the SIs would be the face of the HKBN brand, amplifying the influence to our friends and to people around us, inspiring them find their own passion and jumpstart a purposeful career. Together, we can make bold and sustainable impact to our society!

I believe that I have transformed from that shy tortoise 2 months ago to a brand new me who is now taking every step to come out of my shell, trying my best to shine.

#FromATortiseToAPassionateFirefly

Isaiah Hui | The Chinese University of Hong Kong

Corporate Communications

Don't be Afraid of Rejection

My biggest takeaway from this journey is “**never fear being rejected**”. This is important as I always care about what others think of me, and I really hate the awkwardness of being rejected. My mentor Danny once sent us an inspiring video about a man challenging himself to be rejected every day. Surprisingly, he failed occasionally not because his requests were rejected, and that he rejected himself before even trying. And of course, a rejection wasn't all loss, he also gained quite a bit. Some, curious about his strange request, changed their mind, whereas others would offer suggestions even after rejecting him. Like what my supervisor Katty told me, I am “**still young – so I don't have anything to lose**”!

I also want to share a “story of probability”. Even if your probability of succeeding is just 10%, your probability to get at least one success out of ten trials will be as high as 65%! Thus, we should never be afraid of being rejected and try more to explore opportunities.

Most importantly, we should **learn from every rejection**. Instead of making the same mistake and being rejected again, we should try a new approach and improve through trial and error. In that case, our probability to succeed each time will be greater, and the chance of getting at least one success out of every 10 tries will be even higher!



Find the Important work skills

I have always worried about my career prospects, and thus I am constantly trying out different jobs in search for another skillset. It was why, for some time, I neglected my main study area (Journalism and Communication) and instead taught myself hard skills including coding and calculus.

However, after these eight weeks, I found that what I'm study can give me at least three important work skills. First, **language and presentation skills**, both verbal or written, are essential for any job. Second, the **skill of asking questions**, which is key especially to sustaining a conversation, a topic that our CT&PO CY discussed with us on our first day. Finally, practicing journalism makes one **thick-skinned**. This is self-evident given its relevance to my first takeaway of not being afraid of being rejected.

Another important work skill that I had “mined” in this company was “**task management**”. I could certainly have done better when it came to time allocation for my tasks, and avoid several communication shortfalls. Like what my mentor Danny said, a good manager would manage everyone, including his/her boss. In the future, I would propose a deadline for my task instead of waiting for being told to, and be proactive in advocating more ideas!

Hard skills are undoubtedly important in the modern world. However, as the technology keeps advancing, soft skills, which are more about attitude and personality, will be equally important! Instead of merely feeding myself, I would, sometimes, take a rest and reflect on my performance to find out the genuine soft skills that are needed!



James Yeung | The University of Hong Kong

Legal and Regulatory



From Discomfort to Growth

#FromJamesYeungToJamesBond

James Bond is my role model who is bold, confident and charismatic. This used to be an unreachable goal yet, after these two months, I'm finally on the right track. 8 weeks ago, on the orientation day, I was passive because I was afraid of saying something wrong and leaving a bad impression. On my way to a dinner gathering with senior executives, I was almost sick from the stress.

Nonetheless, **only by experiencing discomfort can I achieve growth.** That's why I was determined to take one step further and to do something I was not comfortable with. Whenever there were opportunities of networking events, I encouraged myself to join. Initially, it was tough thinking about right questions to ask and talking to experienced professionals, and I didn't feel good. However, after **trial and error**, things went better. Talking to strangers, holding a glass of wine and just standing aside, stepping out of comfort zone were certainly not easy. But they weren't terrifying either. It just took me time to overcome and adapt. The key is to be natural, be yourself and take it easy.

Shyness may sometimes be regarded as a virtue in Asia. However, **it only blocks us from opportunities in the business world.** If I were the original James Yeung, I wouldn't have met all the senior executives in HKBN, headhunting professionals from Heidrick and Struggles, partner from Clifford Chance, etc. **I am proud of my transformation and grateful for being in this programme.**

Live out our Purpose through Action

We are always equipping ourselves to make positive contributions in the future. However, without taking action, the passion stays inside our minds. **If we do not take the first step, the right timing will never come.** Without action, no matter how grand or ambitious our purpose is, nothing will come of it.

I am very grateful for **joining Mother's Choice as a volunteer** in renovating their hostels to provide a better place for vulnerable girls and babies to live. This is the first time I see how I can make an impact through my actions. But beyond HKBN, with no one allocating me these projects, it's up to me to uphold my purpose and be proactive to make an impact through change.

Purpose is not to be nursed in one's mind, but to be put into real action. A great lesson I've learnt in HKBN.



Justin Li | The Hong Kong University of Science and Technology

Digital

Take Action for your Purpose

A wise man once said, "Purpose without action is daydreaming, action without purpose is a nightmare." Purpose and action have to co-exist to create an impact. As university students, we may not clearly understand our purpose in our life. I once read an article mentioning that **we can never find our purpose, instead, we have to fight for it.** The process of consolidating your purpose in life takes effort, and, until you take action, you will never know your purpose in your life. Therefore, if you wish to live a purposeful life, start trying different things and find what motivates you. Purpose can be something big or small and you can have multiple callings in life. It's all about making the decision and allocating your resources to fulfill different purposes or responsibilities. If you have found your purpose, take action now! As a young person, I understand the frustration to be held back from fulfilling our purpose, especially if you deem it something important. **If you're not ready, take action and equip yourself to fulfill your purpose.** Make a list of what you're missing. For example, Mr. Scott Neeson, the founder of CCF, who we have met virtually, had a purpose of providing educational opportunities for children, and he ended up also tackling their healthcare and their parent's employment to achieve this purpose. Just act, and what's missing will become clear. **No matter you are seeking your purpose, making preparations, or delivering your purpose, it's the actions themselves that make all the difference.**

Be Unique

On the first day when I met NiQ, he asked me to introduce myself – and like everyone, I mentioned my academic background and my role in HKBN. He told us our self-introduction did not stand out, as there are thousands of university students who have a similar academic background. **Instead of talking about something the audience would expect, we should think about how we can 'wow' them – which is no easy task.** Even NiQ, when doing an interview, has consolidated his answers from all previous ones for something stand out. **No one will remember the one with average performance.** Therefore, in the business world, you must find a way to shine and show your uniqueness. Recalling one of the dinner meetings with our mentor, we were told that every fresh graduate Talent is an investment and our role is to prove our ROI and why are we better than the others. To achieve that, you have to evaluate yourself as if you don't believe that you can be unique, there is no way for you to pretend that you are. After understanding yourself, you will realise your uniqueness but more importantly, what are you missing. There is not a perfect version of yourself, so you have to always understand yourself and make changes. The key to be unique is in believing you can be, and you desire change. Then change will happen.



Tiana Tsang | The Hong Kong University of Science and Technology

Talent Excellence

In everything you do, highlight your LUCAs and focus on the details

We all dream of becoming exceptional, but without being able to 'WOW' others, we cannot stand out from the crowd and we will remain pedestrian. Greatness require small and solid steps – like researching the people we're meeting, properly introducing ourselves and sending follow-up emails. These sound trifle for many but they are what shows how committed and dedicated we are. Attention to details is indeed essential since they can make a difference between what is simply good and what is exceptional. As someone who likes to spend as little time as possible on tasks, and who could not fully manage small details, being able to recognize the details is a game-changer for me because it makes sure what I have visualized in my mind will be actualized in the reality.

To truly WOW our audience, we can start with baby steps – self-introduction. A simple and short self-introduction provide us with a means to highlight, showcase and make ourselves relevant to the listeners. Ever since joining HKBN, I have learnt to add value to every conversation to "WOW" my audience. In short, preparation + customer-in perspective = WOW.

Uninformed ideas are worthless, well-prepared proposals are valuable and execution is priceless.

At the beginning of this journey, I proposed ideas that are not fully-formed or properly considered from different angles. As a person who always has many ideas, I needed to work on prioritising the mountain of tasks on my plate. We all only have 24 hours each day, instead of spending my time and effort juggling between different ideas or tasks, it is more important to find an area of focus and specialisation. Instead of asking "what should I do?", we need to define the best version of ourselves, master our own minds, and awake the giant within ourselves to deliver more impacts.



Leave and live your legacy

Before joining this program, I have never thought of having the golden opportunities have lunch with our CXOs, having Danny, our CTO as my mentor, and meeting with the regional managing partner of Heidrick & Struggles, etc. The more experience and expertise they command, the more they give back to the society. They are the ones who empower me to go the extra mile for our community to truly make our home a better place to live. Because when more purposeful youths come together for a common goal, we can then create a leadership movement for a better future with our co-created legacy.

Yuka Li | The Hong Kong University of Science and Technology

Information Technology System Administration



Grateful

7 weeks ago, when I first started the internship, I would have never imagined gaining all these experiences. I expected a couple of company visits, but not even in my wildest dreams that I can imagine sharing a table with CXOs in the MC+ dinner; with the MD of Goldman Sachs; with CDO at BEA... or even tasting whiskey at our CEO's home! All these golden opportunities are not on the JD, and everyone who didn't apply for the Summer Innovator Programme are missing out.

I could not be more grateful to be in this programme, to be given all this exposure and experiences not even senior managers would have experienced! Through the guidance of my mentor, I met different industry leaders, joined the thinking-in-and-out-of-the-box workshop, and began to discover my own character – versatile, caring, and zealous. I am proud of myself, and of all my Summer Innovator buddies, for our transformation in these short 8 weeks.

Moving forward, I would make good use of all the technical skills I have acquired, connections I have gained to develop my future. And one day, hopefully, you could say "Yea, she was once the small potato in the 2021 Summer Innovator program" and be proud of my changes.

The Journey of Treasure Hunting

Life is like a journey of treasure hunting, you have to brave deep jungles, oceans, unexpected attacks from wild animals, to find the treasure (material or immaterial things you value). Purpose and passion are the map and compass that guide the way. On the journey, you might bump into others. Perhaps they will share survival skills against the deadly spiders, or make do with limited resources. Some may share their "shortcut" to a treasure cache and ask you to follow. Like what Jacky has mentioned, this is where critical thinking and judgment come to play. Without it, you will be lost at the crossroads with 4 or more paths that lead you to a completely different destination – and possibly to your demise!

I still vividly recall the lunch I had with my mentor. He was humble about being lucky to be in his position, and stressed that his path was carved from his experiences and his interest, and warned us not to blindly follow. This is very true as each and every one of us wants a different treasure, and we may want to go through a different route to reach our destination. And as you walk, the scenery you have seen, the struggles you have experienced, could not be simply copied!

No one said treasure hunting is easy, and we are just at the beginning of our adventure. But with the 3Ps – purpose, passion, and most importantly perseverance, you will eventually reach your destination. To my current and future summer innovator buddies: hold on to your map and compass and enjoy the scenery along the way!



2021 SUMMER INNOVATORS

Thank You!

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We have graduated, and our SI journey has finally come to an end. However, the spirit of this Programme will never end, and we will continue to impact generations by generations. For more details about the SI program, please scan the QR code and **follow our social media Instagram account**. Goodbye and thanks!



FROM SHY TO SHINE, IGNITE YOUR PASSION,
JUMPSTART A PURPOSEFUL CAREER!