

Who are Our Management Trainees?

Alan Li

Ironically, there was no MT programme when I joined UMP as a MT last year – I had my 1-day orientation with my team head and superiors, then start off working immediately. Being the first full-time job in my life, frankly speaking, I felt a bit lost and unprepared during my first two months of work, what I did was to obey the instructions from my seniors to get things done, while at the same time I was getting used to our company culture and team culture. Thankfully, my team showed great tolerance in my work, and I was given clear guidance to work through obstacles.



Throughout the first half year, I was able to assist in creating a website for our doctor training programme (GOLD) and oncology center (HKUOC) respectively, consolidating the application form and course materials for RCGP accreditation, completing the WONCA accreditation for our central clinic and affiliate clinics in Shenzhen, designing and coordinating health check-up products for CTF Jewelry in mainland China, preparing the paperwork for the accreditation of our affiliate physiotherapy center (SKP), opening up our training programme and public private partnership model in Zhuhai, Zhongshan, Dongguan, etc. I was lucky enough to have massive opportunities to get in touch with different projects, dealing with different parties, such that I am getting something in return every day. One turning point that started my second stage in work, is the departure of my deputy team head. Gradually, I am trained to take charge in several projects proactively and independently, and more importantly to guide a few colleagues (who are older than me) towards project completion, which is really challenging. Our team embraces a multi-tasking culture that we split teams for different projects, but at the same time to cover each other if needed (Full credit to CDS team!). Despite having a tight timeline basically all the time, I was given significant freedom to plan my work schedule, so that I could learn how to work efficiently. It is also very excited to acknowledge that UMP and CDS team is constantly improving, for instance we now have a more organized MT programme, and starts adopting an OKR culture, etc, and it strongly indicates that our senior management are willing to take the initiatives for growth. If there is one quote that I would use to summarize my short UMP journey till now – **“The only source of knowledge is experience.”** (by Albert Einstein). I learnt by trying and doing relentlessly, and even I failed, I learnt how not to fail again.

Ian Yau



This is Ian and I am currently working as a Management Trainee in Clinic Chain Management Department (CCMD). To get a sense of what CCMD does, you can imagine yourself running a clinic which involves healthcare providers (e.g. doctors & nurses), medical devices, computers and all kinds of facilities. Imagine you are one part of the operation team and you will find how complex running a clinic can be, from making important decisions (e.g. manpower allocation) to doing routine administrative work (e.g. data input, reporting), you will get yourself involved in different kinds of challenging tasks.

As a personnel with background of public health, I found working in UMP really suits me. So far, I have enjoyed seizing different opportunities to learn various soft skills, for instance communication skills and management skills, and technical knowledge, such as business of a large scaled medical group. Working in UMP also enables me to participate in the medical industry that I have always been longing for. Although today's medical industry might seem to be a mature industry, I personally believe UMP is on the path of making a change, such that we are growing our businesses day by day towards our objectives.

Last but not least, I would like to share with you one of my mottos that drives me to work, **"Believe you can and you are halfway there"**.

Suki Huang



I am currently working as a Management Trainee under Business Department in UMP. The business department consists of two teams for business operation and development respectively, to both of which I have been getting much exposure since the first day I joined. As the start of the whole workflow of the business in Hong Kong and Macau market, we need to work close with both external (e.g. client companies, brokers, insurance companies, etc.) and internal (e.g. Clinic Chain Management Department, Financial Department, Public Relationship Team, etc.) parties and act as a bridge between them to make sure the whole business runs well.

During the past four months, I have really learnt a lot. Soon after I joined, I have been given many opportunities to take responsibility for different tasks/projects and handle relationships with clients independently. Although sometimes I might make mistakes, colleagues and supervisors are patient to teach and correct me. During daily work, I do feel some aspects of the culture of UMP: trusting, practical, and fault tolerance, which I really appreciate. **Finish first, then perfect.** Although there are still some problems existing in the company, I am pretty sure that we can fix them through working together gradually. I believe that UMP will keep growing fast and really hope that I can grow with it and make my contribution constantly.

Wing Ip

In the Business Department, we work together to understand the healthcare need of our clients and strive to accommodate their needs in cooperation with other departments and our business partners. We manage medical plans and other healthcare programs with the provision of medical services by our Hong Kong and Macau panel of doctors including self-owned and affiliate centers and clinics.



The graduate program has provided me with a chance to learn constantly. Working on projects with clients and multiple parties from different sectors enables me to accumulate experience from business management to clinic operation in Hong Kong and China. I have got much exposure to the medical industry since then. I have gained insights into medical policy and knowledge on medical treatments, medical equipment and medical plans. I am grateful that I have been given the opportunity to participate in various projects, which has fostered both of my professional and personal development.