

Our People

Clare



Role: Head of Human Capital and Benefits International

Office: Hong Kong

Year Joined: 1985

What keeps you at Willis Towers Watson?

The variety of work, the culture and the personal relationships have kept me with the company through the years. I have been very fortunate to have had roles that have stretched me to take on new challenges, to continuously learn, to travel and understand different business cultures. Through the growth of our company, we have still retained a personal touch: colleagues are supported, their development aspirations are taken seriously, and our clients are central to our work. We are big enough to make a significant impact in the markets in which we operate—but we are not too big that as individuals we become anonymous employees.

Each leader I have worked with has taken a personal interest in me and my career — I have always felt very connected to the company. I continue to try and apply the same approach in my leadership role across the markets of Latin America, CEEMEA, Asia and Australasia. People join us because they get to work with colleagues and clients that they respect.

You started with the company at a very different time. What were your initial experiences like?

From the start, I learned so much. As the team grew, so did I. There were just three of us in my unit when I started, and now I am part of the leadership team of a substantial global business! I remember going out to a client meeting during my first week at work and being a little intimidated. Since then I have been through four reorganizations, a number of economic recessions and I transferred from London to live in Hong Kong. Looking back, I succeeded due to the trust and support of my various leaders and through the opportunity to work with great client organizations.

Tell us more about you personally.

I am Malaysian, and was born and raised in Kuala Lumpur. I finished my secondary education in England and stayed, doing a degree in Psychology at University College London and then a master's degree in Industrial Relations and Personnel Management at The London School of Economics. My first fully paid job was at The Wyatt Company, and I have been with the company ever since!

The majority of my career was spent in London, where I had responsibility for our EMEA HR Consulting business, and I then moved to do a similar role for Asia based in Hong Kong. I am married; my husband and I both work for the company, and we love living in Asia. My role requires me to travel to different locations, so I take that opportunity to learn about different cultures and communities. I am on the phone often and at various times of day to match the time zones of my colleagues. That actually gives me a lot of flexibility and I manage to enjoy a number of sports, cook and read rather than work 24/7! I am passionate about inclusion and diversity and supporting our colleagues to leverage their full potential at work.