



# Daily Meaning 2023 Catalogue

# #BounceForward

**“Bounce back to where we were before pandemic is not enough, we have to bounce forward by becoming better.”**

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We've been going through pandemic since 2020. We failed, we struggled, we strived, and we survived.

**In 2023, many challenges are waiting ahead.** The world economic condition, the uncertainty that will affect business stability, disengaged employees, unprepared leaders, and many more.

**We can't just bounce back** to how we were before the pandemic, with all the lessons we've learned and all the innovations we've implemented, **we need to bounce forward to be better and thrive in 2023.**

# What Should We Do to Bounce Forward in 2023?

# With challenges in 2023, we need to focus on what really matters for our organization

Three main focus and expected outcome at the team and leader level:

Main Focus	Team Level	Leader Level
<b>ENGAGEMENT</b>	The employees can create a positive and productive work environment in challenging situation.	The leaders can ensure their team is engaged and inspired, so they can enjoy working in our organization.
<b>AGILITY</b>	The employees can work effectively and efficiently, so they can do more with less effort, time, and energy.	The leaders can focus on what matters, lead their team strategically to be productive and impactful with less resources.
<b>RESILIENCE</b>	The employees can withstand stress, embrace uncertainty, and deal with changes with good resilience.	The leaders can deal with the pain of leadership in difficult situation, be ready to lead, and move forward with their team.

**Daily Meaning is ready to help your organization to bounce forward in 2023 through our customized learning program that can be delivered in different program categories:**

- **Module and Training Manual**
- **Workshop**
- **Online Course**
- **Group Coaching**
- **Seminar**
- **Executive Coaching**

***Choose the program that you need to bounce forward in 2023 with us!***

**Daily Meaning's  
Special Program for 2023**

**Daily Meaning's  
Complete List of Programs**



# Daily Meaning's Special Program for 2023

## Main Focus:

## Participant's Level:

### Team Level

### Leader Level

# ENGAGEMENT

Creating a Positive and  
Productive Work  
Environment

Building a Solid Team to  
Face Adversity

# AGILITY

Achieve More:  
Improving Efficiency  
and Effectiveness

Do What Matters:  
Optimizing Your Impact  
as a Leader

# RESILIENCE

Enhancing Your Resilience  
to Thrive in Adversity

Dealing with Pains of  
Leadership

**RESILIENCE**  
for **team** level

# Enhancing Your Resilience to Thrive in Adversity

## Related Concerns:

- Employees experience **change fatigue** (complaining, feeling burnt out, or being negative towards change)
- Employees are **languishing** (feeling restless, apathetic, emotionally empty, or demotivated)

## Program Outcomes:

- Employees can **withstand pressure** and **manage stress** optimally
- Employees can **embrace uncertainty** and **deal with changes**
- Employees can have a **tough mentality** that enables them to **thrive in adversity**
- Employees can **stay optimistic and hopeful** when facing adversity

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### Note:

- **Content** of the program will be **customized** based on your needs and context
- Delivery method, duration, and quantity of participants are open to discussion

### Competencies:

- Professionalism, Emotional Maturity, Achievement Orientation

**RESILIENCE**  
for leader level

# Dealing with Pains of Leadership

## Related Concerns:

- Leaders are not mature enough to fulfill their responsibility as leaders
- Leaders are not ready to be leaders (new leaders or leaders who are lack of training)
- Leaders have difficulty in managing stress, dealing with uncertainty and changes, or managing their emotions

## Program Outcomes:

- Leaders understand the uncomfortable responsibilities of being a leader
- Leaders are able to position themselves properly and optimize their leadership presence
- Leaders can improve their trustworthiness and manage their emotion well

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### Competencies:

- Professionalism, Strategic Leadership



## AGILITY

for **team** level

# Achieve More: Improving Efficiency and Effectiveness

## Related Concerns:

- Employees have difficulties in **achieving target or adapting to shifting customer needs**
- Employees are **still in their comfort zone** working with the **COVID era working pace**
- Low productivity related to **limited resources and budget**
- Employees have **more workload** due to company's policy or other factors
- Employees are **unwilling to do extra miles**

## Program Outcomes:

- Employees can **be versatile** in dealing with changes (customer, workload, organization structure, etc)
- Employees can **give more impact** by doing the right things right and **be productive** instead of getting busy with less result
- Employees can **innovate** in order to **get the best result** out of limited resources they have

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### Competencies:

- Continuous Improvement, Business Process & Procedure Management, Strive for Excellence, Driving Performance



## AGILITY for leader level

# Do What Matters: Optimizing Your Impact as a Leader

## Related Concerns:

- **Changes in organization** due to restructuring, cost efficiency, reduced workforce, or other factors
- Low productivity, **limited resources/capable talent and budget**
- Leaders have **difficulty in problem-solving and decision-making**
- Leaders **cannot strategically lead** their team

## Program Outcomes:

- Leaders are able to **think strategically and widen their perspective**
- Leaders **understand what matters the most** for their organization and how to **optimize the resources** that they have
- Leaders are able to **develop their team** to perform optimally
- Leaders are able to be an **impactful problem-solver and decision-maker**

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### Competencies:

- Strategic Thinking, Professionalism, Business Acumen, Developing Others, Problem Solving, Decision Making, Driving Performance, Strive for Excellence



## ENGAGEMENT for **team** level

# Creating a Positive and Productive Work Environment

## Related Concerns:

- **Lack of team camaraderie** (sense of trust and friendship) due to hybrid working or other factors
- **Stressful working climate**
- **Conflict** between teams or employees
- **Silo teams** or lack of collaboration
- **Generation gap and diversity**
- **Job hopping or quiet quitting** done by employees

## Program Outcomes:

- Employees can **work together** with clear roles and responsibility
- Employees can **understand each other** better and **treat each other more positively**
- Employees can have **stronger professional relationship** with their colleagues
- Employees are **engaged with their team** and able to **manage conflict productively**

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### Competencies:

- Professionalism, Achievement Orientation, Collaboration, Communication and Interpersonal Understanding



## ENGAGEMENT for leader level

# Building a Solid Team to Face Adversity

## Related Concerns:

- **Lack of engagement** between leaders and their team
- **Poor employee experience** that makes the team disengaged with work & the team
- **Demotivated team that feels hopeless** when dealing with changes or adversity (difficulty retaining customers, achieving target, etc.)
- **Job hopping or quiet quitting** done by employees

## Program Outcomes:

- Leaders can understand how to **endure and thrive in adversity**
- Leaders are able to **show compassion** towards their team to take care of their **team's productivity and positivity**
- Leaders are able to **create a positive and safe environment** for their team

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### Competencies:

- Developing Others, Strategic Leadership, Driving Performance, Collaboration

Since 2008, Daily Meaning has been helping employees to be credible as a professional and happy as a human being, which consequently lead to the organization's growth.

## Grow your organization with our programs:

### LEADERSHIP

- Strengthening Personal Leadership
- Optimizing Leadership Readiness
- Inspiring People Leader
- Impactful Coaching
- Leading Change

### COMMUNICATION

- High Impact Communication
- Managing Difficult Conversations
- Powerful Presentation
- Engaging Business Storytelling
- Impactful Report Writing
- Effective Negotiation
- Engaging Facilitation

### BUSINESS MANAGEMENT

- Strategic Planning and Organizing
- Accelerating Innovation
- Mastering Business Acumen

### THINKING SKILL

- Sharpening Analytical Thinking
- Strengthening Strategic Thinking
- Problem-solving and Decision-making
- Implementing Digital Mindset

### SELF MANAGEMENT

- Managing Emotional Intelligence
- Improving Well-Being
- Boosting Personal Productivity
- Enhancing Agility & Future-readiness

### CUSTOMER EXPERIENCE

- Implementing Customer Centricity
- Leading Customer Centricity

### COLLABORATION

- Fostering Effective Collaboration

### WORK MANAGEMENT

- Managing Efficiency and Effectiveness

#### Note:

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# Strengthening Personal Leadership

## Related Concerns:

- **Lack of impactful presence** from employees
- **Lack of credibility or reliability** from employees in doing their job
- Employees whose focus is on **doing routines (doer) instead of creating impact** (enabler)
- **Management trainees** and **first jobbers** that need to be more professional at work

## Program Outcomes:

- Participants can **become enablers in the organization**
- Participants can **strengthen their professional brand image and trustworthiness**
- Participants can create **meaningful impact at work**

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### Competencies:

- Driving Performance, Striving for Excellence, Achievement Orientation, Professionalism

# Optimizing Leadership Readiness

## Related Concerns:

- **Leaders who are not mature enough** to fulfill their responsibility as leaders
- **Leaders who are not ready** to be leaders (new leaders or leaders who lack training)
- **Talent or management trainees** that need to be prepared to be leaders

## Program Outcomes:

- Participants are more **ready to fulfill a new strategic role as leaders**
- Participants are able to **perform optimally in their leadership role**
- Participants are able to **create significant impact as a leaders**

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### Competencies:

- Strategic Leadership, Professionalism, Business Acumen

# Inspiring People Leader

## Related Concerns:

- Leaders that need to **lead large and multiple-layered teams**, especially **middle managers and senior leaders**
- Leaders that are capable of managing tasks but **need to strengthen their leadership to lead the people**
- Leaders who **are not able to engage their team** optimally

## Program Outcomes:

- Participants are able to **strengthen their presence as an inspiring leader**
- Participants are able to share their vision and wisdom to **engage their team towards achieving the same goal**
- Participants are able to **develop their team more optimally**
- Participants are **able to create a winning culture and high-performing team**

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### Competencies:

- Developing Others, Strategic Leadership, Achievement Orientation, Driving Performance

# Impactful Coaching

## Related Concerns:

- Leaders who are **not able to develop their team's performance**
- **Lack of healthy coaching and learning culture** in the team
- Leaders who need to **develop high performers in their team to as potential successor**
- Leaders who need to **develop low performers in their team**

## Program Outcomes:

- Participants are able to **understand their role and mindset as a coach**
- Participants are able to **build positive partnership** with their coachee
- Participants are able to **communicate effectively in the coaching process**
- Participants are able to **develop their team/ coachee using coaching framework**

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### Competencies:

- Learning and Development, Career Management, Talent and Succession Plan Management, Developing Others

# Leading Change

## Related Concerns:

- Leaders who need to **lead their team through major organizational changes**
- Changes in **way of working**
- Leaders who **have difficulty in getting buy-in and involvement** from team and stakeholders regarding the change

## Program Outcomes:

- Participants are able to prepare their team and organization to **embrace and see change as growth opportunities**
- Participants are able to **lead their team to thrive during change**
- Able to **initiate, implement, and sustain organizational change**

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### Competencies:

- Strategic Leadership, Continuous Improvement, Project Planning and Execution, Business Process and Procedure Management

# High Impact Communication

## Related Concerns:

- **Inability to engage stakeholders** (internal and/or external) to act, give support, etc
- Frequent **miscommunication and misperception**
- Communication that **does not result in clear action or impact**
- **Inability to communicate clearly and effectively**

## Program Outcomes:

- Participants are able to **communicate as a business partner** who can understand their stakeholder's needs and point of view
- Participants are able to **create mutual partnership by engaging their audience**
- Participants are able to **communicate more clearly and effectively** to create impact

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next

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### Competencies:

- Communication and Interpersonal Understanding, Collaboration, Relationship Building, Collaborative Relationship, Professionalism

# Managing Difficult Conversations

## Related Concerns:

- Leaders who are **not able to deliver unpleasant news** to their team properly
- Leaders who **tend to sugarcoat or avoid giving critical feedback** for their team
- Leaders who have **difficulty performing difficult conversations** with their team

## Program Outcomes:

- Participants are able to **balance between directive and caring communication**
- Participants are able to **frame their difficult conversations with a clear anchor**
- Participants are able to **structure their key message** to be received effectively and positively

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### Competencies:

- Communication and Interpersonal Understanding, Collaboration, Relationship Building, Collaborative Relationship

# Powerful Presentation

## Related Concerns:

- Presentations that **do not create impactful action or reaction from stakeholders**
- Presentations **lack in insights that can change stakeholders' perspective**
- Presentations **feel like a waste of time that can be replaced by reports**
- **Confusing and/or boring presentations**

## Program Outcomes:

- Participants are able to **present themselves as a business partner**
- Participants are able to **feel and look confident** when giving presentations
- Participants are able to **give actionable insights** by utilizing **data, narrative, and visuals**
- Participants are able to **engage and convince stakeholders**

previous

next

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### Competencies:

- Communication Skill, Communication and Interpersonal Understanding, Relationship Building

# Engaging Business Storytelling

## Related Concerns:

- Employees that have participated in **Powerful Presentation workshop** and need to **further strengthen their presentation skills**
- Employees that need to **pitch ideas, innovations, or new products** to stakeholders through storytelling

## Program Outcomes:

- Participants can **understand and implement storytelling** in business context
- Participants are able to **create compelling storyboard** for their business presentations
- Participants are able to **implement elements of powerful story** in their business presentations

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next

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### Competencies:

- Communication Skill, Communication and Interpersonal Understanding, Relationship Building

# Impactful Report Writing

## Related Concerns:

- Reports that **only contain raw data without impactful analysis or insights**
- Reports **without written recommendations and executive summary**
- Employees have **difficulty in finding insights from report data**

## Program Outcomes:

- Participants can **deliver more impactful reports** for stakeholders
- Participants are able to **use insight-driven approach to analyze data** for their reports
- Participants are able to **write effective executive summaries**
- Participants are able to **narrate their report in a logical and structured manner**

previous

next

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### Competencies:

- Communication Skill, Communication and Interpersonal Understanding, Analytical Thinking, Problem Solving, Decision Making

# Effective Negotiation

## Related Concerns:

- Lack of ability to **negotiate properly**
- Lack of ability to **understand the counterparty's standing point**, concern, and needs in a negotiation
- Lack of ability to **build trust and partnership** in a negotiation

## Program Outcomes:

- Participants **understand the fundamental aspects** in negotiation
- Participants **understand how to prepare properly** for a negotiation
- Participants are able to **cultivate trust in negotiation**
- Participants are able to **optimize bargaining strategy in negotiation**

previous

next

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### Competencies:

- Communication and Interpersonal Understanding, Relationship Building, Customer Relationship Management, Professionalism

# Engaging Facilitation

## Related Concerns:

- Internal company trainers who need **refreshment to maintain/improve their facilitation skills**
- Internal experts within the company who **master technical skills and knowledge but lack experience in facilitating** in-class (offline or online) learning

## Program Outcomes:

- Participants are able to **engage their facilitation audience**
- Participants are able to **involve their audience in the session using co-creating methods**
- Participants are able to **facilitate two-way insightful discussion** with participants

previous

next

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### Competencies:

- Communication Skill, Developing Others, Training Delivery, Learning and Development

# Strategic Planning and Organizing

## Related Concerns:

- **New company vision or strategy** that needs to be **transformed into actionable plans** by leaders
- Individual contributors and leaders that **need to lead projects**

## Program Outcomes:

- Participants are able to **formulate a strategic plan** which is effective, on point, and impactful
- Participants are able to **organize the team to execute the plan optimally**
- Participants are able to **monitor the implementation and the impact** of the plan

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next

### Note:

- **Content** of the program will be **customized** based on your needs and context
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### Competencies:

- Project Control and Monitoring, Project Management, Project Planning and Execution, Strategic Leadership

# Accelerating Innovation

## Related Concerns:

- **VUCA environment** which forces constant need to adapt and change
- Need to **develop new product** or create internal breakthrough
- Increased **market competitiveness**
- Irreversible **changes** in customer needs, behaviors, and demands which **needs to be responded with innovation**

## Program Outcomes:

- Participants will become **more change-resilient professionals** that are capable of embracing uncertainty
- Participants are able to **leverage the opportunities of change** and contribute towards **improving business performance**
- Participants are able to **seek fresh ideas, identify pain points** that need to be solved, and **implement innovation**

previous

next

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### Competencies:

- Innovation and Creativity, Continuous Improvement, Driving Performance, Strive for Excellence

# Mastering Business Acumen

## Related Concerns:

- Middle managers or senior leaders that need to **maintain and create business growth**
- **Lack of shared understanding** towards the **current and future business challenges**
- Leaders in supporting functions who **focus on achieving their own targets** without considering the impact on business growth

## Program Outcomes:

- Participants are able to **understand the bigger picture of business**, especially as leaders
- Participants will have a **wider view** to really **understand what needs to be done to give the most impact** on business
- Participants are able to **create the right strategy to deal with business challenges**

previous

next

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### Competencies:

- Business Acumen

# Sharpening Analytical Thinking

## Related Concerns:

- **Lack of insights** even though data is abundant. This phenomenon can be found in presentations, reports, and daily communication processes
- **Staffs in analytical roles that have not fulfilled their role optimally**
- **Leaders that need to do analysis with wider perspective**

## Program Outcomes:

- Participants are able to **understand and strengthen analytical thinking**
- Participants **understand how to collect, gather, and analyze** information/data
- Participants are able to **master critical aspects of analytical thinking**
- Participants are able to **enhance the quality of their delivered insights**

previous

next

### Note:

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### Competencies:

- Driving Performance, Professionalism, Analytical and Problem Solving

# Strengthening Strategic Thinking

## Related Concerns:

- Leaders that need to **make strategic business decisions**, especially in a **fast-paced and uncertain business environment**
- Leaders that are **too focused on short-term thinking** and need to practice seeing the bigger picture
- Leaders that need to **create an organization-aligned strategy** for their department or team

## Program Outcomes:

- Participants are able to **shift perspectives to see bigger picture without losing critical details in analyzing data**
- Participants are able to **think several steps ahead to plan for future success**
- Participants are able to **see correlations across various contexts to anticipate issues or opportunities**

previous

next

### Note:

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### Competencies:

- Driving Performance, Professionalism, Strategic Leadership

# Problem Solving and Decision Making

## Related Concerns:

- Lack of ability in articulating problems clearly or finding root causes
- Lack of ability to solve problems effectively, especially under pressure
- Employees that are overly dependent on their leaders to make decisions
- Leaders that are indecisive or too hasty in making decisions

## Program Outcomes:

- Participants are able to implement the right mindset and attitude to solve problems and make decisions
- Participants are able to formulate problems, analyze problems, and generate alternative solutions when doing problem solving
- Participants are able to perform good and smart decision making processes to get the most impactful decision

previous

next

### Note:

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### Competencies:

- Problem Solving, Decision Making

# Implementing Digital Mindset

## Related Concerns:

- Employees that are **unaware of digital innovations that are happening**
- **Low adoption rate of new digital tools in the company caused by low willingness from employees to change or innovate**
- Employees that are **stuck in the comfort zone of working manually**

## Program Outcomes:

- Participants are able to **understand key attitudes that are critical in adopting digital mindset**
- Participants are able to **handle challenges in strengthening digital mindset**
- Participants are able to **create progress by implementing digital mindset**

previous

next

### Note:

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### Competencies:

- Driving Performance, Strive for Excellence, Continuous Improvement, Innovative and Creativity, Digital Thinking

# Managing Emotional Intelligence

## Related Concerns:

- Lack of ability to **manage stress and emotion**, especially when dealing with **stressful situations** or **difficult people**
- Lack of ability to **act professionally and deliver optimal performance** under a lot of pressure

## Program Outcomes:

- Participants are able to **manage their mind and emotion** in order to deal with stressful situations or difficult people
- Participants are able to **interact and build relationship positively** with their colleague
- Participants can **maintain professionalism and deliver optimal performance** under a lot of pressure or challenging situations

previous

next

### Note:

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### Competencies:

- Driving Performance, Professionalism, Communication and Interpersonal Understanding, Relationship Building, Emotional Maturity

# Improving Well-Being

## Related Concerns:

- **High workload** that leads to **increased level of burnout** in employees
- **Increased uncertainty** due to internal company factors or external factors
- **Change fatigue**
- **Feeling demotivated**

## Program Outcomes:

- Participants are able to **implement the right mindset and attitude in maintaining their well-being**
- Participants are able to **stay healthy and happy while maintaining their optimal performance at work**

previous

next

### Note:

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### Competencies:

- Driving Performance, Professionalism

# Boosting Personal Productivity

## Related Concerns:

- Employees with **long working hours** and **unproductive work results**
- Employees that have to **manage various tasks**
- Employees that have **difficulty managing their priority**

## Program Outcomes:

- Participants are able to **manage their energy to perform all work activities optimally**
- Participants are able to **manage their attention to focus on activity that matters the most**
- Participants are able to **find and implement a better way of work to increase productivity**

previous

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### Competencies:

- Driving Performance, Professionalism, Achievement Orientation

# Enhancing Agility and Future-Readiness

## Related Concerns:

- **VUCA** business environment
- High pace of **changes in business direction**
- Low awareness of the need to **continuously upskill and reskill**

## Program Outcomes:

- Participants are able to **overcome challenges and uncertainty with positive mindset**
- Participants are able to **be agile and versatile** in dealing with changes and challenges
- Participants are **aware of their skill/knowledge/experience gap** and **willing to develop themselves**

previous

next

### Note:

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- Delivery method, duration, and quantity of participants are open to discussion

### Competencies:

- Driving Performance, Strive for Excellence, Continuous Improvement

# Implementing Customer Centricity

## Related Concerns:

- **Poor performance in customer experience for external and/or internal customers**
- Increased or consistent **complaints** from customers
- **Lack of collaboration** between frontliners and supporting teams, which **negatively impacts customer experience**

## Program Outcomes:

- Participants are able to **implement customer-centric mindset and attitude**
- Participants are able to **give the best customer experience through outstanding service**
- Participants are able to **create a comprehensive end-to-end customer experience through collaboration**

previous

next

### Note:

- **Content** of the program will be **customized** based on your needs and context
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### Competencies:

- Customer Service Excellence, Customer Care, Customer Claim Handling, Customer Relationship Management, Professionalism, Communication

# Leading Customer Centricity

## Related Concerns:

- **Poor performance in customer experience for external and/or internal customers**
- Increased or consistent **complaints** from customers
- **Lack of collaboration** between frontliner team and supporting teams, which **negatively impact customer experience**
- Need to **create new initiatives to improve the team's service quality**

## Program Outcomes:

- Participants are able to **implement customer-centric mindset and attitude**
- Participants are able to **lead their team to give the best customer experience** through outstanding service and continuous progress
- Participants are able to **lead their team to have a comprehensive end-to-end customer experience and collaborate optimally**

previous

next

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### Competencies:

- Customer Service Excellence, Customer Care, Customer Claim Handling, Customer Relationship Management, Strategic Leadership, Communication

# Fostering Effective Collaboration

## Related Concerns:

- **Silo teams** that work independently without consulting each other
- **Ineffective collaboration or frequent conflicts** between a team and its stakeholders
- Challenging collaboration due to **hybrid work**
- **Lack of trust** between employees
- **Generational gap** between employees

## Program Outcomes:

- Participants are able to **treat coworkers and teammates properly when collaborating**
- Participants are able to **work interdependently as a team**
- Participants are able to **navigate through challenges together with the team**
- Participants are **able to build and develop trust** in the team

previous

next

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### Competencies:

- Communication and Interpersonal Understanding, Collaboration, Relationship Building, Collaborative Relationship, Professionalism

# Managing Effectiveness and Efficiency

## Related Concerns:

- Increased **speed and demand** in the company
- Need to **improve operational efficiency and excellence**
- Low productivity with **limited resources and budget**
- **Low rate** of SLA compliance
- **Ineffective and inefficient meetings** that drain energy and focus

## Program Outcomes:

- Participants can be **more effective at work** and contribute more impact to achieve company goals
- Participants can **implement business efficiency strategies** to increase productivity
- Participants can create **sustainable and continuous growth**
- Participants can **improve the efficiency and effectiveness** of their daily routines

previous

next

### Note:

- **Content** of the program will be **customized** based on your needs and context
- Delivery method, duration, and quantity of participants are open to discussion

### Competencies:

- Customer Service Excellence, Strive for Excellence, Collaboration, Professionalism, Communication, Continuous Improvement

# About Daily Meaning

15 years developing professionals to be credible and happy as a human being

 **246**  
Clients

 **19**  
Industries

 **2.500+**  
Classes

 **75.000+**  
Participants

## Our Founder and Lead Facilitator



**19.924** facilitating hours in **27+** years while handling **246** corporate clients

**342** hours of executive coaching for senior leaders and C-level for the last **7** years

## Our Consultants and Facilitator Team



# Ready to Bounce Forward in 2023?

Let's discuss your organizational challenges and people development needs. We will help you to bounce forward with our customized programs based on your concerns.

## Contact us:

0877-7577-1542

(021) 7191981

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