

## Daily Meaning - *Your People Development Partner*



# #BounceForward to evolve

People Development Program Catalogue 2024

# Table of Content

<b>About Us</b>	<b>03</b>
<b>Our Team</b>	<b>05</b>
<b>Our Services</b>	<b>06</b>
<b>Our Approach</b>	<b>09</b>
<b>Our Clientele</b>	<b>11</b>
<b>Our Programs</b>	<b>15</b>

Note:



Click the page you want to visit directly

On every page, press this button **Menu** to go back to this page

# About Us



**75,000+**  
Learners



**269**  
Clients



**40**  
Industries

We position ourselves as a **people development partner** by prioritizing **your interests and needs** as our clients, comprehensively **understanding your challenges** and struggles, **analyzing and delivering the best applicable solution** for you.

Our approach is **highly customized** based on the **context and issue** in your organization to ensure you can feel the **immediate positive impact** from our **people development programs**.

In developing people, we believe **personal touch** and **organizational aspect must be balanced**. We aim to help professionals to **contribute optimally to their organizations** by being **credible** while still enjoying their role and be **happy** with their life.



## Director & Lead Facilitator

# Alexander Sriewijono

- **Founder & Director of Daily Meaning**
- **Master in Management** focusing on **Human Resources** (Westminster University, UK)
- **British Chevening Award** (2004)
- **Best UK Alumni Award** in 2008 for his professional achievement in social entrepreneurship area
- **Global Leadership Program** (Cheung Kong - 2012, UC Berkeley - 2015, London Business School - 2016, Cambridge 2017)

He believes that **work should be more than just a source of daily bread**. His belief and passion led him to build **Daily Meaning** that acts as a **strategic partner** for organizations in **improving their organizational capability** through sharp learning & development programs.

Currently Alexander has **28 years of experience** as people development consultant, focusing on change management, leadership, and strategic communication. Alexander has partnered strategically with **269 corporate clients** in various industries for transforming organizational performance through people.



### Cosmopolitan Career

Radio Talk show on 90.4 FM and Youtube Channel (2000 - present)



### Columnist for 'Career Notes'

on Intisari who gives perspectives to create a more meaningful career life (2015 - present)



### Columnist for 'Ask Cosmo Anything'

at Cosmopolitan Magazine (2002 - present)



### Published Books

- Answer Your Questions (2004)
- The Career Handbook (2006)
- TALK inc Points (2008)
- TALK inc Points For Kids & Parents (2010)



### Keynote Speaker

at Indonesia Morning Show on NET TV, live program (2014 - 2015)



### Keynote Speaker

at Career Dialogue on Metro TV's 8eleven Show, live program (2010 - 2013)



### Host for Friends and The City

An inspiring talk show TV program on O Channel (2006 - 2009)

# Daily Meaning Consultant Team



**Rainer Abraham Purba**

- Consultant & Sustainable Business Enabler
- Bachelor in Humanities (University of Indonesia)
- Certified Coach
- AIMS Exchange Program, Japan (2016)



**Faris Faikar Hasan**

- Consultant & Agile Organization Enabler
- Data analysis specialist
- Bachelor in Psychology (Padjajaran University)



**Andri Saputra**

- Consultant & People & Culture Enabler
- Bachelor in Psychology (Atma Jaya University)



**Panji M. Rifqi**

- Consultant
- Bachelor in Psychology (University of Indonesia)
- Master in Public Administration (Huazhong Univ. of Science & Technology)



**Syifa Nadia Rahmawati**

- Analyst
- Bachelor in Psychology (Universitas Indonesia)



**Cherubine Gabriela**

- Analyst
- Bachelor in Psychology (Atma Jaya University)



## Workshop

Duration: 3 - 5,5 hours per day  
Participants: 15 - 24 pax

Comprehensive and interactive program with a lot of practice, group discussion, and applicable insights to improve participants' skills.



## Seminar

Duration: 1,5 - 2 hours  
Participants: 50 - 500 pax

Interactive program with engaging activity and applicable insights to improve participants' awareness and mindset.





## Coaching

Duration: 1,5 - 2 hours

Participants: 2 - 8 pax (group), 1 pax (individual)

Intensive discussions and practice to improve specific skills for selected participants.



## Online Course

You want a flexible learning method with bite-sized material (micro-learning) that you can access anytime and anywhere as long as you have internet connection? Use our online course service to get what you need!



## Module Development

We can create a learning module tailored specially for you if you want to have a module that can be delivered by your own trainers or if you want to put the module into your learning management system.



## Assessment

Our approach is supported by assessment that can give you a deeper understanding towards the issue you are facing or the people in the program as participants. This assessment result can help you determining your future action plan.



## Interactive, engaging, fun, and insightful learning process

### Informing

Only sharing data and concepts

### Engaging

Involving participants in practical discussion through co-creating



#### Level 1

Explaining Concept and framework

#### Level 2

Explaining with Participant Context

#### Level 3

Explaining with Functional Context

#### Level 4

Explaining with Organizational Context

#### Level 5

Explaining with Industrial Context

#### We Engage

We do not just inform and share knowledge. Content is carefully designed to be able to **engage participants through practical discussions and insightful activities.**

Facilitators act as **discussion partners** that are focused on helping participants to **shape their mindset, implement change and overcome their concerns & challenges.**

#### We Contextualize

The discussion is **contextualized** based on **participant, function, organization and industry** to strengthen **relevancy and practicality of insights** gained by participants.

# Our Approach



**Interactive and  
Engaging Activity**



**Intensive Group  
Discussions**



**Practice with  
Real Cases**



**Insightful Q&A**

[illegible]



# Clientele

## Oil, Mining, & Gas

Adaro  
BP Indonesia  
BBE Group  
CNOOC  
Conoco Philips  
Hess Corporation  
Indo Tambora Raya Megah  
(Banpu)  
Medco Energi  
Padang Karunia Group  
Pertamina  
Pertamina EP  
Perusahaan Gas Nasional  
PGN Saka  
Premier Oil  
Santos  
Shell  
SKK Migas  
Total E&P Indonesia

## Media

Femina Group  
HR Portal  
Kompas Gramedia  
Kuno  
MIRA  
RCTI  
Trans Corporation

## Airlines

Garuda Indonesia

## IT/ Electronics

Microsoft Indonesia  
Hewlett Packard  
IBM  
id/x partners  
Mekari  
MasterSystem Infotama  
Metrodata  
Panasonic  
Samsung  
Telkomtestra

## Chemical

BASF

## Financial institution

Adira Finance  
Allianz Life Indonesia  
ANZ Indonesia  
Astra Life  
Asuransi AIA  
Asuransi AIG Indonesia  
Asuransi MSIG  
Avist Assurance  
AXA Service Indonesia  
AXA Mandiri  
Bank Central Asia  
Bank Commonwealth  
Bank Danamon  
Bank DBS Indonesia  
Bank Mandiri  
Bank Mizuho  
Bank Negara Indonesia  
Bank of Tokyo  
Bank Permata  
BTMU – BRI Finance  
BTPN  
Bursa Efek Indonesia  
CIMB Niaga  
Cigna  
Citi Indonesia  
Deutsche Bank  
Fortis Investments  
Generali Indonesia  
Great Eastern Life Indonesia  
HSBC  
Indomobil Finance  
Indonesia Eximbank  
Investree  
Majapahit  
Manulife Financial  
Nobu Bank  
OCBC NISP  
Prudential Life Assurance  
PIL  
Pefindo Biro Kredit  
RBS (ABN Amro)  
Segulus Life  
Sun Life Financial  
Tugu Pratama  
UOB  
Valbury Asia Securities  
WanaArtha Life  
WOM Finance  
World Bank  
Zurich Insurance

## Firms

Deloitte  
Hadiputranto, Hadinoto &  
Partners  
KPMG Indonesia  
PwC Indonesia

## Telecommunications

Ericsson  
Hutchison 3 Indonesia  
HTTL  
ICON+  
Indosat  
Indosat Ooredoo Hutchison  
Sampoerna  
Protelindo  
Telekomunikasi Indonesia  
Telkom  
XL Axiata

## Household / FMCGs

Ace Hardware  
Amott's  
British American Tobacco  
Bosch  
EcoCare  
General Electric  
Givaudan Indonesia  
EdenFarm  
HM Sampoerna  
Indofood C&P  
Kerastase  
Kimberly Clark  
Kraft Foods  
L'Oréal  
Martina Bertha Group  
Multi Bintang Indonesia  
Nestlé  
Nutricia  
Orang Tua Group  
Oriflame  
P&G  
Prochiz  
PT. EFEM Indonesia  
Reckitt Benckiser  
Tempo Scan  
Unicharm  
Unilever  
Wyeth Nutrition

## Education

British Council  
Bisnis UI (DIB UI)  
Direktorat Inovasi dan Inkubator  
InLingua  
Lenovo EdVision  
Prasetiya Mulya Business School  
Santa Ursula  
Skill Academy  
Tanoto Foundation  
Universitas Atmajaya  
Universitas Bina Nusantara  
Universitas Indonesia  
Universitas Mercu Buana  
Universitas Multimedia Nusantara  
Universitas Paramadina  
Universitas Pelita Harapan  
Universitas Pembangunan Jaya  
Universitas Tarumanegara

## Property & Construction

Adhikarya  
Cipta Adigraha  
Indoement  
Jasa Marga  
Multi Warna Alam  
Rekayasa Industri  
Sahid Multi Pratama  
Sinarmas Land  
Summarecon  
Triptara

## Healthcare / Pharmaceuticals

Darya-Varia  
GlaxoSmithKline  
Kalbe Farma  
Novartis  
Pfizer Indonesia  
Roche  
Ramsay Group (RSPS, RSPB, RSPJ)  
Tawada Healthcare  
IPB Shigeta  
Roche Indonesia

## Distribution

Bizzy Distribution  
DHL

## Retail

H&M Indonesia  
McDonald's

## Communication / Advertising

Ad.com  
Circle  
G2  
DDB  
Matri  
Matrix  
Maven  
Maverick  
Maxus  
Momentum  
Ogilvy  
Stratego  
Guadra  
Quantum Sinar  
R&R

## Automotive

Astra Honda Motor  
Indaga  
Mercedes-Benz  
Mobil 88  
SERA  
TRAC  
Volvo Group

## E-commerce

Tokopedia

## Others

Asosiasi Asuransi Jiwa Indonesia  
Asia Business Forum  
Australian Embassy  
CIFOR  
DHL  
Hivos  
Jobs DB  
JobStreet  
Kehati  
Kementerian Keuangan  
Kelly Services  
KKMK-KAJ  
NSC  
Palya  
PWAT  
SHL Indonesia  
World Bank  
World Vision Indonesia  
Yahoo Indonesia  
Senayan City  
HIN

# Testimonials

## Mitra Perjalanan Organisasi

Daily Meaning itu **mitra perjalanan organisasi** kami dalam **berproses dan bertransformasi** untuk terus menjadi lebih baik. Daily Meaning mendesign program pengembangan karyawan yang **dirancang sedemikian rupa sehingga fit/sesuai dengan budaya organisasi**. Menggali dari keunikan dan keadaan organisasi itu sendiri, dipetakan, diolah dan dikemas kembali secara istimewa melalui Paket Pelatihan. Semoga Daily Meaning dapat terus menjadi teman seperjalanan kami.

**Agnes Murniati - Human Resources Management**  
RS Premier Jatinegara

## Effective & Engaging Workshop

I would like to say '**proficiat**' to the Daily Meaning team because **you can make each and every trainee believe in every word and advice you give**. There were no trainee complaints for this training. By **knowing the background of each participant's job description**, the training feels much more '**effective**'. Since there is a small age gap between the trainer and the trainee, the trainees felt like they are engaging in a discussion with a friend. Daily Meaning is **excellent**, keep up the good work and do evolve constantly.

**Eddy Anthony - President Director**  
Mastersystem Infotama

## How to Value Life

How to value our life, to get it done, work related relation or love relationship, those are only few of our meaningful and precious life. Daily Meaning gives ideas and **inspirations how to enjoy life productively** and of course peacefully with a big happy smile. Keep up the great work and inspirations.

**Tommy Tjokro - Anchor/Journalist**  
Metro TV

## Daily Meaning Brings the Real Meaning in Essence

Sometimes our intention is lost in translation, Daily Meaning **untangles the unnecessary complexities and brings the real meaning** in essence

**Svida Alisjahbana - CEO**  
Femina Group Mother of JoJo and Giri

## Interaktif, Efektif, Profesional, Terbukti

Mulanya saya mengira metode pengajaran yang akan digunakan Daily Meaning akan sama dengan metode yg digunakan konsultan SDM pada umumnya. Namun saya mulai merasakan **kesan yang berbeda saat berdiskusi dengan Tim Daily Meaning saat akan menyusun materi pelatihan**. Kesan tersebut semakin kuat saat mengamati jalannya pelatihan. **Interaktif, efektif & profesional**. Saya sudah lama mengenal Mas Alex, namun bukan berarti saya percaya begitu saja dengan produk yg akan dijual kepada saya. Secara profesional Mas Alex & Tim Daily Meaning telah membuktikan kepada saya **bahwa mereka memang memberikan sesuatu yg berbeda**. "Daily Meaning serves you more than just ordinary daily bread".

**D. Hari Pratama - Kadiv Pengembangan Usaha Lain**  
PT Jasa Marga (Persero) Tbk

# In 2024, Daily Meaning has some exciting Public Programs

**28 March 2024**

**Inclusive Leadership**  
(Public Workshop)

**4 May 2024**

**#BounceForward to Evolve: Navigating Your Life and Career**  
(Public Webinar)

**8&15 June 2024**

**The First Time Leader Bootcamp**

**5 July 2024**

**Impactful Presentation**  
(Public Workshop)

**2-3 August 2024**

**Becoming an Impactful Trainer Bootcamp**

**30 August 2024**

**Improving Efficiency and Effectiveness at Work**  
(Public Workshop)

**11 October 2024**

**Coaching for High Performance**  
(Public Workshop)

**22-23 November 2024**

**Bicara dengan Rasa**  
(Offline Bootcamp)



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
- Becoming an Inclusive Leader
- Impactful Coaching
- Impactful Mentoring

**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
- Optimizing Business Strategy and Process

**CHANGE MANAGEMENT**

- Culture and Values Implementation
- Becoming an Impactful Change Agent
- Leading Change

**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
- Becoming a Proactive Learner to Optimize Individual Development Plan

**CUSTOMER EXPERIENCE**

- Implementing Customer Centricity
- Leading Customer Centricity

**COLLABORATION**

- Fostering Effective Collaboration

**WORK MANAGEMENT**

- Managing Efficiency and Effectiveness

**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



Click the program's title for more details of the program

On the following pages, press this button **Programs** to go back to this page

A photograph of three business professionals (two women and one man) in a meeting, looking at documents and a tablet on a table. The image is overlaid with a dark green circular gradient.

# Leadership

## Leadership

# Strengthening Personal Leadership

## Concern:

- **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

## Targeted Outcome:

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

## Note:

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## Leadership

# Optimizing Leadership Readiness

## Concern:

- **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

## Targeted Outcome:

- 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

## Note:

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## Leadership

# Inspiring People Leader

### Concern:

- 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

### Targeted Outcome:

- 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**

### Note:

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## Leadership

# Becoming an Inclusive Leader

### Concern:

- Diversity, equity, and inclusion (DEI) are **growing** to be one of the main focuses to be developed in companies around the world
- **Lack of knowledge** regarding DEI
- Generations and variety of **workforce are becoming more diverse**
- **Lack of sense belonging** in the team
- Lack of understanding and application of **respectful workplace behaviors**

### Targeted Outcome:

- Participants have the **knowledge, mindset and skills to optimize DEI**
- Participants will be able to **practice inclusive communication and behaviors**
- Participants will be able to **increase sense of belonging** in the team
- Participants can **manage diverse workforce** in the team and get advantage from the diversity
- Participants can create a **positive work environment with psychological safety**

### Note:

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## Leadership

# Impactful Coaching

## Concern:

- 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**

## Targeted Outcome:

- 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**

## Note:

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## Leadership

# Impactful Mentoring

## Concern:

- Need to **prepare future successors** of current leaders
- Need to **guide key talent**, such as management trainees, to build their career and become effective professionals

## Targeted Outcome:

- Participants are able to understand their **key roles and responsibilities as a mentor**
- Participants are able to **co-create mentoring discussions effectively** with their mentees
- Participants are able to **maintain positive and professional partnership with mentees** during the mentoring relationship
- Participants are able to **inspire mentees** to take ownership of their career growth

## Note:

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



# Communication

## Communication

# High Impact Communication

### Concern:

- **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**

### Targeted Outcome:

- 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

### Note:

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## Communication

# Managing Difficult Conversations

### Concern:

- 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

### Targeted Outcome:

- 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

### Note:

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## Communication

# Powerful Presentation

### Concern:

- 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**

### Targeted Outcome:

- 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**

### Note:

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## Communication

# Engaging Business Storytelling

### Concern:

- 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
- Many individuals **fail to grasp the significance of storytelling** in business

### Targeted Outcome:

- 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
- Participants will learn **how to structure their stories effectively**, including the use of characters, conflict, and resolution

### Note:

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## Communication

# Impactful Report Writing

### Concern:

- 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**

### Targeted Outcome:

- 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**

### Note:

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## Communication

# Effective Negotiation

### Concern:

- 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

### Targeted Outcome:

- 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**

### Note:

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## Communication

# Engaging Facilitation

## Concern:

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

## Targeted Outcome:

- 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

## Note:

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A photograph of four business professionals (three men and one woman) in an office setting, gathered around a table and looking at documents. The image is overlaid with a green circular graphic and a semi-transparent green rectangle. The text "Business Management" is written in large, bold, green letters across the bottom of the image.

# Business Management

## Business Management

# Strategic Planning and Organizing

### Concern:

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

### Targeted Outcome:

- 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

### Note:

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## Business Management

# Accelerating Innovation

### Concern:

- **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

### Targeted Outcome:

- 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**

### 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

## Business Management

# Mastering Business Acumen

### Concern:

- 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

### Targeted Outcome:

- 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**

### Note:

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

## Business Management

# Optimizing Business Strategy and Process

### Concern:

- **Lack of alignment** between business strategy-process and business target
- Being **trapped doing 'business as usual' or 'outdated ways of work'**, therefore unable to respond and adapt to changes

### Targeted Outcome:

- Participants will be able to **re-align and sharpen their business strategy-process** to address business target
- Participants will be able to **identify room for improvement** for the business strategy-process based on pain points and opportunity
- Participants will be able to **generate business process optimization** initiatives strategically

### 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



# Change Management

## Change Management

# Culture and Values Implementation

### Concern:

- **Resistance to implementation** due to lack of sense of urgency and importance regarding the culture and values
- **Employees perceive** the culture and values implementation merely as 'additional' tasks and **management agenda** instead of things that matter for them and business.
- **Lack of commitment** to the culture and values

### Targeted Outcome:

- Participants will have stronger **sense of urgency and importance** to implement the culture and values
- Participants will **perceive the culture and values as something beneficial** for them by addressing their real concerns and problems at work ('*what's in it for me?*')
- Participants will be engaged to **implement culture and values in their daily work**

### 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

## Change Management

# Becoming an Impactful Change Agent

### Concern:

- **Lack of awareness and urgency to change** in the middle of organizational change from employees
- Selected employees assigned to be the **change agents are not ready** to perform their role
- Challenges in engaging employees to proactively **respond the change** in the organization

### Targeted Outcome:

- Participants will be **ready to be change agents**
- Participants will have the **right mindset and motivation** as change agents
- Participants will be able to engage other employees to **respond the change proactively**
- Change management can be done with **less resistant from the employees**

### Note:

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## Change Management

# Leading Change

### Concern:

- 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

### Targeted Outcome:

- 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**

### Note:

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





# Thinking Skills

## Thinking Skills

# Sharpening Analytical Thinking

### Concern:

- **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**

### Targeted Outcome:

- 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**

### Note:

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## Thinking Skills

# Strengthening Strategic Thinking

### Concern:

- Leaders that need to **make strategic business decisions**, especially in **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

### Targeted Outcome:

- 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**

### Note:

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

## Thinking Skills

# Problem Solving and Decision Making

### Concern:

- 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**

### Targeted Outcome:

- Participants are able to **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**

### Note:

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## Thinking Skills

# Implementing Digital Mindset

### Concern:

- 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**

### Targeted Outcome:

- 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**

### Note:

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



# Self Management



## Self Management

# Managing Emotional Intelligence

### Concern:

- 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

### Targeted Outcome:

- 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

### Note:

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

# Improving Well-Being

### Concern:

- **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**

### Targeted Outcome:

- 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

### Note:

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## Self Management

# Boosting Personal Productivity

### Concern:

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

### Targeted Outcome:

- 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 most
- Participants are able to **find and implement a better way of work to increase productivity**

### Note:

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## Self Management

# Enhancing Agility and Future-Readiness

### Concern:

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

### Targeted Outcome:

- 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**

### Note:

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## Self Management

# Becoming a Proactive Learner to Optimize Individual Development Plan

### Concern:

- **Lack of awareness and excitement** from employees in utilizing individual development plan optimally
- **Lack of motivation** to develop personal growth

### Targeted Outcome:

- Participants have the **right mindset** regarding **personal growth**
- Participants understand what it means for them so they want to **utilize individual development plan optimally**
- Participants will be eager to **develop themselves proactively**

### Note:

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# Customer Experience



## Customer Experience

# Implementing Customer Centricity

### Concern:

- **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**

### Targeted Outcome:

- 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**

### 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

## Customer Experience

# Leading Customer Centricity

### Concern:

- **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 their team's service quality**

### Targeted Outcome:

- 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**

### Note:

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# Collaboration

## Collaboration

# Fostering Effective Collaboration

### Concern:

- **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

### Targeted Outcome:

- 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

### Note:

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# Work Management

## Work Management

# Managing Effectiveness and Efficiency

### Concern:

- 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

### Targeted Outcome:

- 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

### Note:

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










# #BounceForward to evolve

Let's discuss your challenges and learning needs.  
We will help you to bounce forward and evolve with our  
program customized based on your concern.

## Contact us:

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