



daily meaning  
people development consultant

*Where Meaning Endures*

# Daily Meaning's People Development Program

Catalogue 2026

# Your People Development Partner



## Client-Centric

We position ourselves as a people development partner by **prioritizing your interests and needs**, understanding your challenges, and delivering the most applicable solutions.



## Contextual

Our approach is **highly customized to your context**, so you can experience immediate and meaningful impact from every people development intervention.



## Balanced Approach

In developing people, we believe **personal touch and organizational needs must be balanced**. We aim to help professionals contribute optimally to their organizations, while staying credible, resilient, and fulfilled in their roles.

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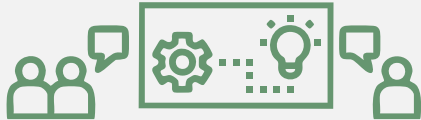
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# What We Deliver



## WORKSHOP

**Duration:** 3 – 5.5 hours/day

**Participants:** 15 – 24 pax

Interactive learning with real cases, guided practice, and group discussion.

Best for building skills that require **behavior change** and immediate application.



## SEMINAR

**Duration:** 1.5 – 2 hours

**Participants:** 50 – 500 pax  
(scalable/flexible)

A high-energy session to introduce key insights, frameworks, and perspectives. Best for driving **awareness**, shared direction, and momentum at scale.



## COACHING

**Duration:** 1.5 – 2 hours

**Participants:** 1 pax (individual),  
2 – 8 pax (group)

Focused sessions for deep reflection, clarity, and structured action planning. Best for leaders and key roles facing **high-stakes challenges**.



## ONLINE COURSE

Flexible self-paced learning with bite-sized content, accessible anytime and anywhere. Best for **scalable learning**, reinforcement, or pre-work before a live session.



## MODULE DEVELOPMENT

Custom learning modules tailored to your context, goals, and internal language. Best for **consistent delivery by internal facilitators** or integration into your LMS.



## ASSESSMENT

A structured diagnostic to identify strengths, gaps, and development priorities. Best for **ensuring interventions are targeted, relevant, and measurable**.



# Program Topics (overview)

Our programs are designed to strengthen sustainable business performance by developing people capabilities across the following areas:

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

## LEADERSHIP

- Optimizing Leadership Readiness ★
- Leading and Motivating Team ★
- Leading Multigenerational Team
- Becoming an Inclusive Leader
- Impactful Coaching
- Impactful Mentoring

## COMMUNICATION

- Business Communication
- Powerful Presentation ★
- Engaging Business Storytelling
- Impactful Report Writing ★
- Effective Negotiation
- Training for Trainers: Engaging Facilitation

## THINKING SKILL

- Sharpening Analytical Thinking ★
- Optimizing Critical Thinking ★
- Strengthening Strategic Thinking
- Problem-solving and Decision-making
- Design Thinking
- Implementing Digital Mindset

## CHANGE AND TRANSFORMATION

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

## BUSINESS MANAGEMENT

- Mastering Business Acumen
- Strategic Planning and Organizing
- Optimizing Business Strategy and Process

## PROFESSIONAL SELF-MANAGEMENT

- Managing Well-Being
- Boosting Personal Productivity
- Becoming a Proactive Learner

## CUSTOMER EXPERIENCE

- Leading Customer Centricity ★
- Delivering Customer Centricity ★

## COLLABORATION

- Fostering Effective Collaboration

★ Most Requested by Clients

### Note:

- Program content will be customized to your organizational needs and context.
- Delivery format, duration, and participant size are flexible and can be discussed accordingly.



# New Signature Program

## New Signature Program: Pain of Leadership

Leadership often comes with an unspoken weight: difficult decisions, emotional pressure, competing expectations, and the responsibility of balancing people and performance.

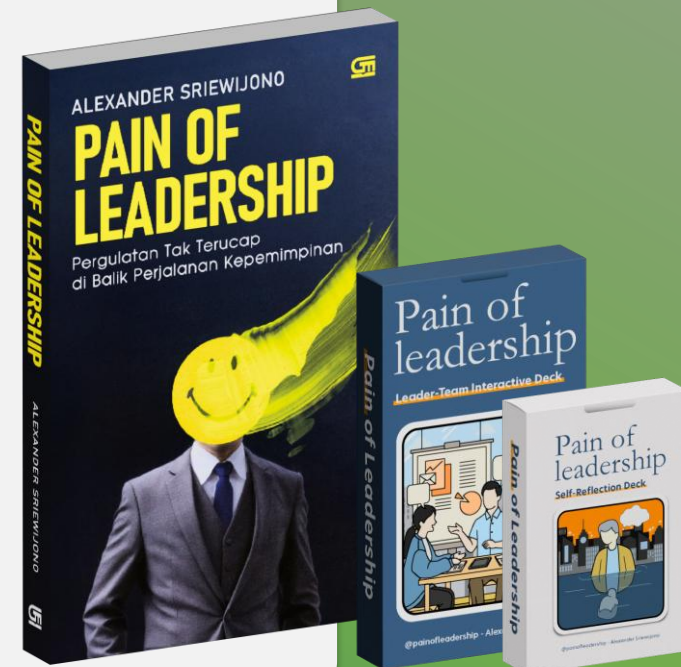
**Pain of Leadership** is Daily Meaning's new signature program inspired by the latest book published by our Senior Facilitator Alexander Sriewijono. It is designed to **help leaders embrace and navigate the real challenges behind leadership**.

The program can be delivered in flexible formats:

- **Workshop** — interactive learning with reflection, discussion, and practice
- **Seminar / Webinar** — a powerful introduction to the framework and key insights
- **Group Coaching** — case-based coaching sessions using real leadership challenges
- **Leadership Retreat** – a curated, immersive experience combining Pain of Leadership with parallel themes such as wellness, health, money management, and sustainable performance habits.

You may also purchase the **Pain of Leadership book**, along with complementary tools:

- **Self-Reflection Cards** (individual reflection)
- **Leaders-Team Interactive Cards** (guided team discussions) to sustain learning beyond the program.







# Our Clientele



**312**  
Clients



**45**  
Industries





# Our Clientele

## Airlines

- Garuda Indonesia
- National Utility Helicopters

## Agricultural /Plantation

- Louis Dreyfus Company
- REA Kaltim
- Smart

## Automotive & Components

- Astra Honda Motor
- Astra International
- Astra Dealer
- Mercedes Benz
- Mitra Sendang Kemakmuran
- Mobil88
- SERA
- TRAC
- Volvo Indonesia
- Indako
- Schaeffler

## Bank

- ABN Amro
- ANZ
- Bank Danamon
- Bank DBS Indonesia
- Bank Jago
- Bank Mandiri
- Bank Mizuho
- Bank Neo Commerce
- Bank of Tokyo
- Bank Permata
- Bank Sinarmas
- BCA
- BII
- BNI
- BTPN
- CIMB Niaga
- Citi Indonesia
- Deutsche Bank
- HSBC
- Indonesia Exim Bank
- Nobu Bank
- OCBC NISP
- Rabobank
- Standard Chartered
- UOB
- World Bank

## Chemicals

- BAF
- Givaudan

## Creative (EO, Production House)

- Ahmet Salina
- Aruva
- Circle
- DDB

- Dentsu Digital
- Dua Synergy Communications
- Friends Entertainment
- Humanis
- Image Dynamics
- Inke Maris
- Inlingua
- Kreatif Indonesia Mandiri
- Kudos Indonesia
- Matari Advertising
- Matrix
- Maven
- Maverick
- Maxima Organizer
- Maxus Global
- Momentum
- Ogilvy
- Quadra
- Quantum Sinergi
- R&R Communication
- Wahana Kreator

## Education

- Asia Business Forum
- British Council
- DIIB - UI
- IBLAM School of Law
- Prasetya Mulya
- Santa Ursula
- Sekolah Cikal
- Unika Atmajaya
- Univ. Binus
- Univ. Indonesia
- Univ. Mercu Buana
- Univ. Multimedia Nusantara
- Univ. Paramadina
- Univ. Pelita Harapan
- Univ. Pembangunan Jaya

## Energy (Oil, Gas, Mining, Electric Power)

- Adaro
- Arutmin
- Badak NGL
- Indoxim Coalindo
- ITM
- MIND ID
- CNOOC
- ConocoPhillips
- HESS
- Medco Energi
- Pertamina EP
- Pertamina EP Cepu
- Pertamina Hulu Energi
- Pertamina Hulu Rokan
- PGN
- PGN SAKA
- Premier Oil
- Santos
- SKK Migas
- Total E&P Indonesia

- Bhimasena Power Indonesia
- INPEX Masela
- Transgasindo
- Tripatra
- General Electric

## Financial Institution (Financing, Investment)

- ACC
- Adira Finance
- Astra Financial
- Bakrie Kalila Investment
- BTMU-BRI Finance
- Danareksa Investment Management
- Fortis Investments
- IDX
- Manulife Aset Manajemen Indonesia
- Mitsui Leasing
- Pefindo Biro Kredit
- PIL
- Sarga Kapital Investama
- Valbury
- WOM Finance

## Firms / Consultant

- Deloitte
- PwC
- KPMG
- BDO Indonesia
- Fleishman Hillard
- GreatDay HR
- Hadiputranto, Hadinoto & Partners
- ID/X Partners
- JobsDB.com
- Jobstreet
- Kelly Services
- Kineto Studio
- Leverate
- Mekari
- Momentum Indonesia
- Pasar Trainer
- Proximity
- SHL Indonesia
- Kurlo Academy
- Lingkaran
- Skill Academy - Pra Kerja
- Udemy
- Yahoo
- Microsoft

## FMCGs

- Arnott's
- Bosch
- Glico
- Indofood CBP
- Indofood Sukses Makmur
- Indovickers Furnitama
- Kimberly Clark
- Kraft
- L'Oreal
- McDonald's
- Multi Bintang Indonesia
- Natasha Skincare
- Nutricia
- Orang Tua

- Oriflame
- Prakarsa Alam Segar
- Prochiz
- Reckitt Benckiser
- SC Johnson
- Unilever
- Wall's Indonesia
- Wyeth

## Government

- Austrade
- B POM
- Depkeu
- KBRI Kiev
- Kedubes Australia
- Kemendikbud
- Kemenkeu

## Healthcare/ Pharmaceuticals

- Ramsay Premier Bintaro Hospital
- Ramsay Premier Group
- Ramsay Premier Jatinegara Hospital
- Ramsay Premier Surabaya Hospital
- Combiphar
- Glaxo Smith Kline
- IPB Shigeta
- Novartis
- Pfizer
- Pharmaton Formula
- Roche Indonesia
- Tempo Scan Pacific
- Draeger
- EcoCare

## Insurance

- AAJI
- AIA
- AIU
- Allianz
- Astra Life
- Asuransi Astra
- Asuransi MSIG
- Avryst Assurance
- AXA Insurance
- AXA Mandiri
- AXA Services Indonesia
- Cigna
- FWD Insurance
- Generali Indonesia
- Great Eastern Life Indonesia
- IFG
- INARE
- Malpark
- Manulife
- Prudential

## Insurance

- Sequitlife
- Sinarmas MSIG Life
- Tugu Insurance
- Wanaartha
- Zurich Insurance

## Media

- Cosmopolitan
- Cosmopolitan FM
- DDB
- Femina Group
- Femina Group
- Go Girl
- Gramedia
- Hard Rock FM
- HR Portal
- Infobank
- Kompas Gramedia
- Kompas Gramedia
- Kompas TV
- Kurio
- Majalah Dewi
- Majalah Esquire
- Majalah Fit
- Majalah Harper's Bazaar
- Majalah Pesona
- Majalah Reader's Digest
- MRA Media
- RCTI
- Tabloid Bintang
- Trans 7
- Trans Corporation
- TransTV
- Trax FM

## Multi-sector Holdings

- MahaDasha
- Mensa Group
- Padang Karunia Group

## NGO

- APRIMI
- CIFOR
- Forsikatel Telkom
- Hivos
- Ideafest
- MyndfulAct
- PWAT
- Sampoerna Foundation
- Tanoto Foundation
- Wahana Visi Indonesia

## Property & Construction

- Adhikarya
- Ciputra Adigraha
- Ciputra Mitra Lestari
- Ciputra Property
- Jasa Marga
- Sinarmas Land
- Indocement
- Berca Schindler Lifts

## Retails

- Adidas
- Alfamart
- Amway Indonesia
- Catur Sentosa Adiprana
- Central Mega Kencana
- ELC Beauty
- H&M Indonesia

- JD Sports Indonesia
- Kurnia Ciptamada Gemilang
- MAKA Group
- Yogya Toserba

## Transport Infrastructure, Logistic & Distribution

- Equinox Shipping Group
- Jasa Marga
- Pelindo
- Bizzy Distribution
- DHL
- Sinarmas Distribusi Nusantara

## Technology (Telecommunication, Software, Hardware, Online Application)

- Hewlett Packard
- IBM Indonesia
- Metrodata
- Panasonic
- Samsung EIN
- LG Electronics
- Ericsson Indonesia
- H3I
- HTLL
- ICON+
- IOH
- Indico
- Mastersystem
- Protelindo
- Telkom
- Telkomtelstra
- XL Axiata
- Alto Network
- Boleh Dicoba Digital
- Bukalapak
- Eden Farm
- GoTo
- Investree
- Tiket.com
- Tokopedia
- Traveloka

## Tobacco

- British American Tobacco
- Gudang Garam
- HM Sampoerna

## Others

- Palya
- 20F1
- Hotel Indonesia Natour
- Oakwood Mega Kuningan
- Parador Hotel
- Senayan City
- Miss Universe Indonesia 2024
- KKMKJ
- KKMKAJ
- Komunitas Kusta
- OMK
- Sehatjiwa.id





## Director & Senior Facilitator Alexander Sriewijono, CPC

- **Founder 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, ESCP Business School – 2025)
- **Certified Professional Coach** by Coach Indonesia Academy
- **Author of Pain of Leadership** (recently published)

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 **30 years of experience** as people development consultant, focusing on change management, leadership, and strategic communication. Alexander has partnered strategically with **312 clients** in various industries for transforming organizational performance through people.



### TV Host & Keynote Speaker



Indonesia Morning Show (2014 - 2015)



Career Dialogue – 8eleven Show (2010-2013)



Friends and the City (2006-2010)

### Radio Programs



Cosmopolitan Career (2002-2019)



A Cup of Tea with Alexander (2002-2019)



Good Morning Hard Rockers (2000-2002)

### Podcast & Social Media Content



Leading the Game (2024)



The Daily Talks by Daily Meaning (2019)



Friends with Boss (2023)

### Published Writings



Contributor (2018 – 2020)



Ask Cosmo Anything (2002 – 2017)



Career Notes (2015 – 2019)

### Published Books

- Answer Your Questions (2004)
- The Career Handbook (2006)
- TALK inc Points (2008)
- TALK inc Points For Kids & Parents (2010)
- Pain of Leadership (2026)



# Consultant Lead Facilitator

**Faris Faikar Hasan**  
is a **Junior Partner** in Daily Meaning.

- **12 years of experience** as people development consultant.
- **MBA Executive Candidate**, Universitas Gadjah Mada
- **Bachelor In Psychology**, Universitas Padjadjaran
- **Data analysis specialist**

His concern in learning leads him to **interact and collaborate with social communities, students, government institutions, private companies** – from **CEO to subordinates**. Facilitating a behavioral change for greater outcomes is his meaning of life.

**Program Specialties:** analytical thinking, customer experience, critical thinking, report writing, impactful presentation



**Faris  
Faikar  
Hasan**

*Discussion Partner*



## Consultant Lead Facilitator

**Maria Tarisa** is a **Consultant** in Daily Meaning.

- **12 years of experience** as people development consultant.
- **Master of Applied Cognitive Psychology**, Leiden University
- **Bachelor in Psychology**, Universitas Indonesia

With a background in research and project-based work across diverse organizations, she brings strong **analytical thinking** and **effective communication skills** to her role as a people development consultant. She believes that **cognition plays** a vital role in daily life, and that **well-designed learning and development programs** can enhance abilities and deepen knowledge. Driven by a passion for helping others grow, she is committed to empowering individuals to reach their full potential through meaningful development initiatives.

**Program Specialties:** cognitive neuroscience, impactful communication, and collaboration



**Maria  
Tarisa**

*Discussion Partner*



# Associate Facilitator Profile



**Dian Wulandari** is a seasoned facilitator and trainer specializing in leadership and team development.



**Elsa Christine** is a seasoned facilitator and trainer specializing in HR, leadership development, and organizational communication.



**Sulastris Gunawan** is a seasoned facilitator, executive coach, and leadership trainer with deep expertise in banking, customer experience, and human-centered leadership.



**Ewaldo Reis Amaral** is a people development facilitator and HR professional specializing in leadership, learning design, and experiential facilitation.



**Mutiara Salman** is a seasoned facilitator and coach specializing in leadership, sales, service excellence, and performance-driven people development.



**Astra Ayuningputri** is an associate facilitator and Industrial & Organizational Psychologist with 14 years of experience in leadership, learning and development, and well-being.



**James Krisnanda** is a facilitator specializing in Facilitates practical, data-driven learning to strengthen CRM and customer-centric capability.



**Yuni Wahyuningsih** is a facilitator specializing in human-centric learning to strengthen financial leadership, strategic thinking, and people development.





## Our Approach



**Interactive &  
Engaging  
Activities**



**Intensive Group  
Discussions**



**Practice With  
Real Cases**



**QnA**



# Leadership



## Leadership

**Optimizing Leadership Readiness** | Leading and Motivating Team | Leading Multigenerational Team  
Becoming an Inclusive Leader | Impactful Coaching | Impactful Mentoring

# Optimizing Leadership Readiness

*Accelerating leadership maturity,  
performance, and impact*

### Addressed Business Concerns:

- Leaders **stepping into bigger roles without sufficient maturity** and strategic ownership
- **New or emerging leaders** lacking core leadership capability and confidence
- **High-potential talents** requiring structured preparation for leadership responsibilities

### Targeted Business Impact:

- **Smoother, more confident transitions** into higher-responsibility leadership roles
- Stronger execution through **clearer accountability and performance leadership**
- **More sustainable people and business impact** across teams and results



## Leadership

Optimizing Leadership Readiness | **Leading and Motivating Team** | Leading Multigenerational Team  
Becoming an Inclusive Leader | Impactful Coaching | Impactful Mentoring

# Leading and Motivating Team

*Energizing engagement, ownership, and  
high performance across teams*

### Addressed Business Concerns:

- Leaders driving execution but **struggling to genuinely engage and inspire teams**
- **Low motivation, ownership, and discretionary effort** across the team
- **Performance relying on control and compliance** rather than commitment

### Targeted Business Impact:

- Leaders who consistently **build engagement and team ownership**
- Teams **delivering steady results** with high accountability
- A **strong performance culture** that sustains business outcomes



## Leadership

Optimizing Leadership Readiness | Leading and Motivating Team | **Leading Multigenerational Team**  
Becoming an Inclusive Leader | Impactful Coaching | Impactful Mentoring

# Leading Multigenerational Team

*Aligning diverse mindsets, work styles, and expectations into high-performing collaboration*

### Addressed Business Concerns:

- **Friction and miscommunication** across generations at work
- Leaders struggling to **manage different expectations, motivation drivers, and work approaches**
- **Declining engagement and collaboration** driven by generational gaps

### Targeted Business Impact:

- Leaders who **bridge generational differences** through communication and trust
- Teams that **collaborate smoothly across age groups and perspectives**
- **Higher engagement, productivity, and retention** across the workforce



## Leadership

Optimizing Leadership Readiness | Leading and Motivating Team | Leading Multigenerational Team  
**Becoming an Inclusive Leader** | Impactful Coaching | Impactful Mentoring

# Becoming an Inclusive Leader

*Building trust, belonging, and performance  
through inclusive leadership behaviors*

### Addressed Business Concerns:

- **Unintentional bias and exclusion that** reduce engagement and trust
- **Low psychological safety** that limits idea-sharing, innovation, and collaboration
- Diverse talent not reaching full potential due to **unequal opportunity or voice**

### Targeted Business Impact:

- Leaders who **foster trust, respect, and a strong sense of belonging**
- Teams that **contribute ideas openly and collaborate effectively**
- **Stronger innovation, engagement, and sustainable performance outcomes**





## Leadership

Optimizing Leadership Readiness | Leading and Motivating Team | Leading Multigenerational Team  
Becoming an Inclusive Leader | **Impactful Coaching** | Impactful Mentoring

# Impactful Coaching

*Developing people performance through  
structured coaching conversations*

### Addressed Business Concerns:

- Leaders **staying in supervision mode** rather than developing capability
- **Low ownership and recurring performance issues** within teams
- **Limited coaching culture** to support continuous development

### Targeted Business Impact:

- Leaders who **develop people consistently** through effective coaching
- Teams that take **stronger ownership of performance and improvement**
- **Stronger talent growth** and a healthier leadership pipeline



## Leadership

Optimizing Leadership Readiness | Leading and Motivating Team | Leading Multigenerational Team  
Becoming an Inclusive Leader | Impactful Coaching | **Impactful Mentoring**

### Impactful Mentoring

*Accelerating talent growth, readiness,  
and long-term leadership succession*

#### Addressed Business Concerns:

- High-potential talents **lacking structured guidance and career direction**
- **Limited knowledge transfer** from experienced leaders to future successors
- **Slow development of leadership pipeline for critical roles**

#### Targeted Business Impact:

- Faster **readiness for higher-responsibility** roles
- **Stronger succession pipeline** enabled by effective mentoring relationships
- **Sustainable transfer of knowledge, experience, and leadership capability**

# Communication



# Communication

**Business Communication** | Powerful Presentation | Engaging Business Storytelling  
Impactful Report Writing | Effective Negotiation | Training for Trainers: Engaging Facilitation

## Business Communication

*Driving clarity, influence, and action through impactful professional communication*

### Addressed Business Concerns:

- **Miscommunication** causing misalignment, rework, and slow execution
- Messages that **fail to influence decisions, action, or stakeholder buy-in**
- Communication **lacking clarity, structure, and business relevance**

### Targeted Business Impact:

- **Clear, confident communication** that accelerates alignment and execution
- **Stronger stakeholder influence** and cross-functional partnership
- Decisions and actions supported by **structured, impactful messaging**



# Communication

Business Communication | **Powerful Presentation** | Engaging Business Storytelling  
Impactful Report Writing | Effective Negotiation | Training for Trainers: Engaging Facilitation

## Powerful Presentation

*Turning ideas, data, and insights into persuasive messages that drive decisions and action*

### Addressed Business Concerns:

- Presentations that inform but **do not drive decisions or next steps**
- **Stakeholders disengaging** due to unclear, overly technical, or unstructured content
- Valuable insights lost due to **weak storyline flow and visuals**

### Targeted Business Impact:

- Presentations that **communicate insights and strategic value with clarity**
- **Faster decisions** through stronger stakeholder buy-in
- **More credible presenters** who influence outcomes confidently





## Communication

Business Communication | Powerful Presentation | **Engaging Business Storytelling**  
Impactful Report Writing | Effective Negotiation | Training for Trainers: Engaging Facilitation

# Engaging Business Storytelling

*Transforming insights and ideas into compelling narratives that engage stakeholders*

### Addressed Business Concerns:

- Important messages **failing to resonate or build stakeholder commitment**
- Ideas, innovations, and proposals **losing impact despite strong content**
- **Overreliance on data** without a narrative that connects and persuades

### Targeted Business Impact:

- Messages that **create understanding and inspire buy-in**
- **Stronger influence** when communicating ideas, strategies, and innovation
- **Stakeholders who engage, remember, and act on key messages**



# Communication

Business Communication | Powerful Presentation | Engaging Business Storytelling  
**Impactful Report Writing** | Effective Negotiation | Training for Trainers: Engaging Facilitation

## Impactful Report Writing

*Turning data into clear insights, recommendations,  
and executive-ready communication*

### Addressed Business Concerns:

- Reports presenting data **without analysis or clear conclusions**
- Leaders **struggling to extract insights** that enable decision-making
- Long reports that **lack focus, priorities, and strategic direction**

### Targeted Business Impact:

- Insight-driven reports that **enable faster, better business decisions**
- Executive summaries that **highlight what matters most**
- **Strong analytical narratives that drive action and accountability**



## Communication

Business Communication | Powerful Presentation | Engaging Business Storytelling  
Impactful Report Writing | **Effective Negotiation** | Training for Trainers: Engaging Facilitation

### Effective Negotiation

*Building trust, influence, and win-win outcomes  
in high-stakes business interactions*

#### Addressed Business Concerns:

- Negotiations **focused on price or position** rather than partnership value
- **Limited preparation and weak understanding** of counterpart needs and leverage
- Low trust leading to **conflict, deadlock, or suboptimal agreements**

#### Targeted Business Impact:

- Negotiators who **prepare strategically and negotiate with confidence**
- Stronger agreements **balancing outcomes and relationships**
- **Higher trust and collaboration** with internal and external stakeholders



## Communication

Business Communication | Powerful Presentation | Engaging Business Storytelling  
Impactful Report Writing | Effective Negotiation | **Training for Trainers: Engaging Facilitation**

# Training for Trainers: Engaging Facilitation

*Designing and leading interactive learning experiences that drive participation, insight, and real behavior change*

### Addressed Business Concerns:

- Internal trainers and SMEs **struggling to actively engage participants**
- Sessions **dominated by one-way delivery** with low interaction and retention
- Limited facilitation skill to **manage dynamic discussions and diverse learners**

### Targeted Business Impact:

- Facilitators who **lead engaging, interactive, and impactful sessions** confidently
- **Higher learning effectiveness** through participation and co-creation
- **Stronger internal capability to deliver consistent, high-quality programs**

# Thinking Skill





## Thinking Skill

**Sharpening Analytical Thinking** | Optimizing Critical Thinking | Strengthening Strategic Thinking  
Problem-solving and Decision-making | Design Thinking | Implementing Digital Mindset

### Sharpening Analytical Thinking

*Strengthening data analysis, insight generation,  
and decision quality in complex environments*

#### Addressed Business Concerns:

- Abundant data **without clear insights** to support decisions and actions
- Analysis that **remains descriptive** instead of strategic and value-creating
- Leaders and teams **struggling to see patterns, root causes, and implications**

#### Targeted Business Impact:

- Stronger analytical capability that **translates data into actionable insights**
- **Faster and higher-quality business decisions**
- Clear problem diagnosis that **drives effective solutions**



## Thinking Skill

Sharpening Analytical Thinking | **Optimizing Critical Thinking** | Strengthening Strategic Thinking  
Problem-solving and Decision-making | Design Thinking | Implementing Digital Mindset

### Optimizing Critical Thinking

*Strengthening logic, judgment, and decision quality  
in complex and high-pressure situations*

#### Addressed Business Concerns:

- Decisions driven by **assumptions, bias, or incomplete analysis**
- **Difficulty identifying root causes** behind recurring problems
- **Teams reacting quickly** without evaluating risks and consequences

#### Targeted Business Impact:

- Leaders and teams who **evaluate issues objectively and systematically**
- Clear problem diagnosis that leads to **effective and sustainable solutions**
- **Smarter decisions** with reduced risk and higher business impact



## Thinking Skill

Sharpening Analytical Thinking | Optimizing Critical Thinking | **Strengthening Strategic Thinking**  
Problem-solving and Decision-making | Design Thinking | Implementing Digital Mindset

# Strengthening Strategic Thinking

*Expanding perspective, anticipating change,  
and driving long-term business value*

### Addressed Business Concerns:

- Leaders **overly focused on short-term execution** without seeing the bigger picture
- **Difficulty anticipating risks, trends, and future opportunities**
- Strategies that **lack alignment** across teams and functions

### Targeted Business Impact:

- Leaders who think beyond daily operations to **shape long-term direction**
- Stronger **strategic alignment and prioritization** across the organization
- **Proactive decision-making** that captures opportunities and mitigates risk



## Thinking Skill

Sharpening Analytical Thinking | Optimizing Critical Thinking | Strengthening Strategic Thinking  
**Problem-solving and Decision-making** | Design Thinking | Implementing Digital Mindset

# Problem-solving and Decision-making

*Diagnosing issues accurately and driving effective,  
timely business solutions*

### Addressed Business Concerns:

- **Problems recurring** due to unclear root-cause analysis
- **Slow or reactive decision-making** under pressure and uncertainty
- Teams **overly dependent on leaders** to resolve issues

### Targeted Business Impact:

- Clear problem diagnosis that leads to **sustainable solutions**
- **Faster, more confident, and higher-quality decisions**
- **Stronger ownership and accountability** across teams



## Thinking Skill

Sharpening Analytical Thinking | Optimizing Critical Thinking | Strengthening Strategic Thinking  
Problem-solving and Decision-making | **Design Thinking** | Implementing Digital Mindset

### Design Thinking

*Creating customer-focused or user-focused solutions through structured creativity, empathy, and rapid experimentation*

#### Addressed Business Concerns:

- Solutions developed **without deep understanding** of user or customer needs
- Innovation efforts that are **slow, risky, or disconnected from real problems**
- Teams **struggling to turn ideas into practical, testable improvements**

#### Targeted Business Impact:

- Solutions that directly **address real customer and business pain points**
- **Faster innovation cycles** with reduced risk through experimentation
- Teams that **collaborate creatively to generate high-value outcomes**



## Thinking Skill

Sharpening Analytical Thinking | Optimizing Critical Thinking | Strengthening Strategic Thinking  
Problem-solving and Decision-making | Design Thinking | **Implementing Digital Mindset**

# Implementing Digital Mindset

*Building adaptability, curiosity, and openness to new ways of working in a digital-driven world*

### Addressed Business Concerns:

- **Resistance to change and discomfort** with new approaches and innovation
- Fixed mindsets that **slow learning, experimentation, and improvement**
- Teams **hesitant to embrace transformation and evolving ways of working**

### Targeted Business Impact:

- Leaders and teams who **proactively adapt to change and new opportunities**
- Strong learning culture that **encourages experimentation and growth**
- **Greater organizational agility** in responding to business disruption

# Change and Transformation





# Change and Transformation

**Leading Change** | Culture and Values Implementation | Becoming an Impactful Change Agent

## Leading Change

*Mobilizing people, building commitment, and sustaining momentum through transformation*

### Addressed Business Concerns:

- Resistance and uncertainty that **slow down transformation initiatives**
- Leaders **struggling to align teams** around new direction and priorities
- **Change efforts losing momentum** after initial launch

### Targeted Business Impact:

- Leaders who confidently **guide teams through change** with clarity and trust
- **Strong alignment and commitment** toward transformation goals
- **Sustainable adoption of new ways** of working and behaviors



# Change and Transformation

Leading Change | **Culture and Values Implementation** | Becoming an Impactful Change Agent

## Culture and Values Implementation

*Embedding shared values into daily behaviors  
to drive performance and alignment*

### Addressed Business Concerns:

- **Organizational values remaining as slogans** without real behavioral impact
- **Inconsistent ways of working** across teams and leaders
- **Difficulty sustaining desired culture** during growth or change

### Targeted Business Impact:

- Values translated into **clear daily behaviors and decisions**
- **Strong cultural alignment** across levels and functions
- **Consistent performance** driven by shared mindset and standards



# Change and Transformation

Leading Change | Culture and Values Implementation | **Becoming an Impactful Change Agent**

## Becoming an Impactful Change Agent

*Empowering individuals to champion change, influence others, and drive successful transformation on the ground*

### Addressed Business Concerns:

- Change initiatives **relying only on top leadership** without grassroots ownership
- **Employees uncertain** about how to support and drive change in daily work
- **Low engagement and slow adoption** of new behaviors and processes

### Targeted Business Impact:

- Individuals who **proactively champion change** within their teams and functions
- **Stronger engagement and ownership** of transformation initiatives
- **Faster adoption of new ways** of working across the organization

# **Business Management**



# Business Management

**Mastering Business Acumen** | Strategic Planning and Organizing | Optimizing Business Strategy and Process

## Mastering Business Acumen

*Strengthening business understanding, strategic insight,  
and business-driven decision-making*

### Addressed Business Concerns:

- Leaders making decisions **without strong understanding of business and financial impact**
- **Limited ability to connect** daily operations to organizational profitability and strategy
- **Functional silos** that weaken overall business performance

### Targeted Business Impact:

- Leaders who make **decisions grounded in financial and strategic insight**
- Stronger **alignment between operational actions and business objectives**
- **Improved cross-functional collaboration** driven by shared business understanding



# Business Management

Mastering Business Acumen | **Strategic Planning and Organizing** | Optimizing Business Strategy and Process

## Strategic Planning and Organizing

*Translating strategic goals into clear priorities,  
execution plans, and measurable results*

### Addressed Business Concerns:

- Strategies that look strong on paper but **fail in execution**
- **Unclear priorities** that dilute focus and resources
- **Poor coordination** across teams leading to delays and inefficiencies

### Targeted Business Impact:

- **Clear strategic plans** that guide focused and aligned execution
- **Strong prioritization** that drives productivity and results
- **Smooth coordination** across functions to deliver strategic initiatives



# Business Management

Mastering Business Acumen | Strategic Planning and Organizing | **Optimizing Business Strategy and Process**

## Optimizing Business Strategy and Process

*Driving continuous improvement to enhance efficiency, agility, and business impact*

### Addressed Business Concerns:

- Processes that **remain static and fail to evolve** with changing business needs
- **Inefficiencies and bottlenecks** that limit speed, quality, and customer value
- **Limited culture of continuous improvement** and innovation across teams

### Targeted Business Impact:

- **Ongoing process improvements** that boost productivity and performance
- **Strong innovation mindset** embedded in daily operations
- **Greater agility in responding** to market and organizational changes



# Professional Self-Management



# Professional Self-management

**Managing Well-Being** | Boosting Personal Productivity | Becoming a Proactive Learner

## Managing Well-Being

*Sustaining energy, resilience, and performance  
through work habits and emotional balance*

### Addressed Business Concerns:

- **High stress levels** leading to burnout, disengagement, and reduced productivity
- Employees **struggling to maintain focus, motivation, and work-life balance**
- **Declining resilience** during periods of pressure and organizational change

### Targeted Business Impact:

- Stronger **energy and emotional resilience** across teams
- **Higher engagement, focus, and sustainable performance**
- **Healthier work culture** that supports long-term productivity



# Professional Self-management

Managing Well-Being | **Boosting Personal Productivity** | Becoming a Proactive Learner

## Boosting Personal Productivity

*Strengthening focus, prioritization, and execution  
to deliver high-quality results efficiently*

### Addressed Business Concerns:

- Employees **overwhelmed by workload** and constant interruptions
- **Poor prioritization** leading to delays and unfinished tasks
- **Time spent on low-value activities** instead of strategic priorities

### Targeted Business Impact:

- **Strong focus and disciplined** prioritization across teams
- **Faster execution** with higher quality outcomes
- More time allocated to **high-impact work**



# Professional Self-management

Managing Well-Being | Boosting Personal Productivity | **Becoming a Proactive Learner**

## Becoming a Proactive Learner

*Building continuous learning habits to adapt, grow, and perform in a rapidly changing environment*

### Addressed Business Concerns:

- Employees **relying heavily on formal training** instead of self-driven development
- **Slow skill growth** in fast-changing business conditions
- **Low curiosity and limited initiative** to learn beyond daily tasks

### Targeted Business Impact:

- Individuals who **actively seek learning and improvement opportunities**
- **Faster capability development** across teams
- **Strong learning culture** that supports agility and innovation

# Customer Experience



# Customer Experience

**Leading Customer Centricity** | Delivering Customer Centricity

## Leading Customer Centricity

*Ensuring customer-focused mindset and behaviors are consistently implemented across teams and operations*

### Addressed Business Concerns:

- Customer centricity promoted as a value but **not translated into daily team practices**
- Leaders **struggling to align processes, decisions, and people around customer needs**
- **Inconsistent customer experience** across functions and touchpoints

### Targeted Business Impact:

- Leaders who **actively drive customer-focused execution** in their teams
- **Consistent delivery of high-quality customer experience** organization-wide
- **Strong alignment between customer needs, operations, and business strategy**



# Customer Experience

Leading Customer Centricity | **Delivering Customer Centricity**

## Delivering Customer Centricity

*Translating customer-focused strategy into consistent frontline actions and service excellence*

### Addressed Business Concerns:

- Customer-centric initiatives **not reflected in daily service behaviors**
- Frontline teams **unclear on how to deliver great customer experience** consistently
- **Gaps between customer expectations and actual service delivery**

### Targeted Business Impact:

- Teams that consistently **deliver high-quality, customer-focused service**
- **Clear service standards** embedded into daily operations
- **Stronger customer satisfaction, loyalty, and trust**



# Collaboration



# Collaboration

## Fostering Effective Collaboration

### Fostering Effective Collaboration

*Strengthening teamwork, trust, and cross-functional alignment to drive collective performance*

#### Addressed Business Concerns:

- **Silos and poor coordination** across teams and departments
- **Misalignment** that slows execution and creates conflict
- **Limited trust and open communication** within and between teams

#### Targeted Business Impact:

- Strong **cross-functional collaboration** that accelerates results
- **Clear alignment and shared ownership of goals**
- **High-trust team culture** that supports performance and innovation



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