



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.

Table of Content:

Our Solutions

- What We Deliver 04
- Program Topics (Overview) 05
- New Signature Program: Pain of Leadership 06

About Daily Meaning

- Our Clientele 07
- Our Facilitators 09
- Our Approach 13

Program Catalogue (Details)

14

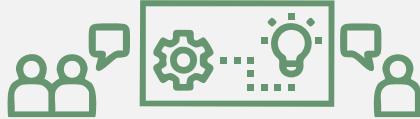
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What We Deliver



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 Sriwijono. It is designed to **help leaders embrace and navigate the real challenges behind leadership**.

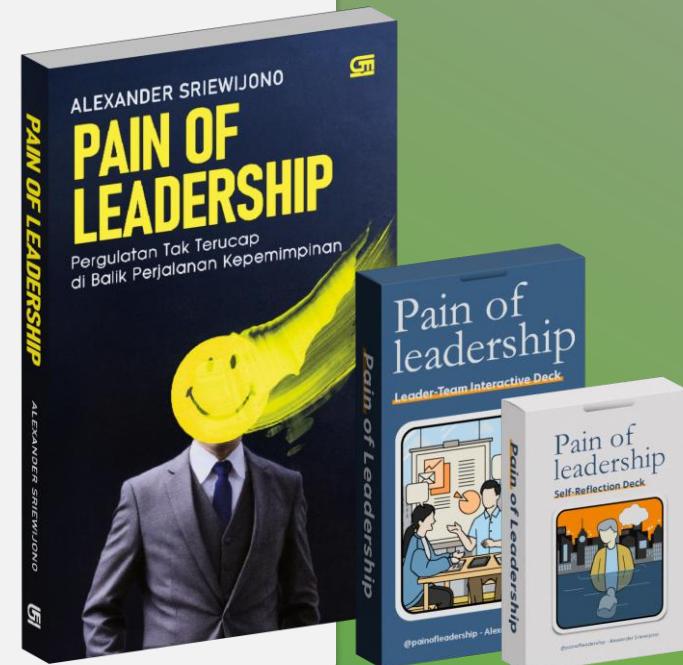
The program can be delivered in flexible formats:

- **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 Internasional
- 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
- CLIMB Niaga
- Citi Indonesia
- Deutsche Bank
- HSBC
- Indonesia Exim Bank
- Nobu Bank
- OCBC NISP
- Rabobank
- Standard Chartered
- UOB
- World Bank

Chemicals

- BASF
- Givaudan

Creative (EO_Production House)

- Ahmet Salina
- Aruva
- Circle
- DBB

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

Education

- Asia Business Forum
- British Council
- DLB - 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
- Indexim Coalindo
- ITM
- MIND ID
- CNOOC
- ConocoPhillips
- HESS
- Medco Energi
- Perfamina EP
- Perfamina EP Cepu
- Perfamina Hulu Energi
- Perfamina 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
- Forfis Investments
- IDX
- Manulife Aset Manajemen Indonesia
- Mitsui Leasing
- Pefindo Biro Kredit
- PII
- 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
- Kurio Academy
- Lingkaran
- Skill Academy - Pra Kerja
- Udemy
- Yahoo
- Microsoft

FMCGs

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

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

Government

- Austrade
- BPOM
- Depkeu
- KBR 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
- Avrast Assurance
- AXA Insurance
- AXA Mandiri
- AXA Services Indonesia
- Cigna
- FWD Insurance
- Generali Indonesia
- Great Eastern Life Indonesia
- IFG
- INARE
- Maipark
- Manulife
- Prudential

Insurance

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

Media

- Cosmopolitan
- Cosmopolitan FM
- DBB
- 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 Ciptamoda 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 Axista
- Alto Network
- Boleh Dicoba Digital
- Bukalapak
- Eden Farm
- GoTo
- Investree
- Tiket.com
- Tokopedia
- Traveloka

Tobacco

- British American Tobacco
- Gudang Garam
- HM Sampoerna

Others

- Palyja
- 20FIT
- Hotel Indonesia Natour
- Oakwood Mega Kuningan
- Parador Hotel
- Senayan City
- Miss Universe Indonesia 2024
- KKMkJ
- KKMKKJ
- Komunitas Kusta
- OKM
- Sehatjiwa.id



Director & Senior Facilitator Alexander Sriwijono, 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



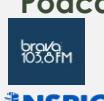
Cosmopolitan Career (2002-2019)



A Cup of Tea with Alexander (2002-2019)



Good Morning Hard Rockers(2000-2002)



Leading the Game (2024)



Friends with Boss (2023)

Podcast & Social Media Content



The Daily Talks by Daily Meaning (2019)

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





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





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.



Sulastri 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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