

# LEADER FOR FUTURE

LOVE TO MEANINGFUL ORGANIZATION



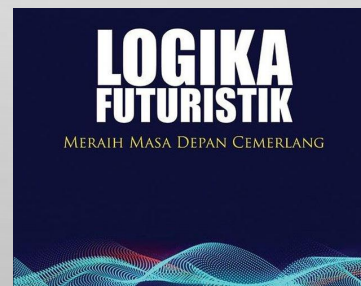
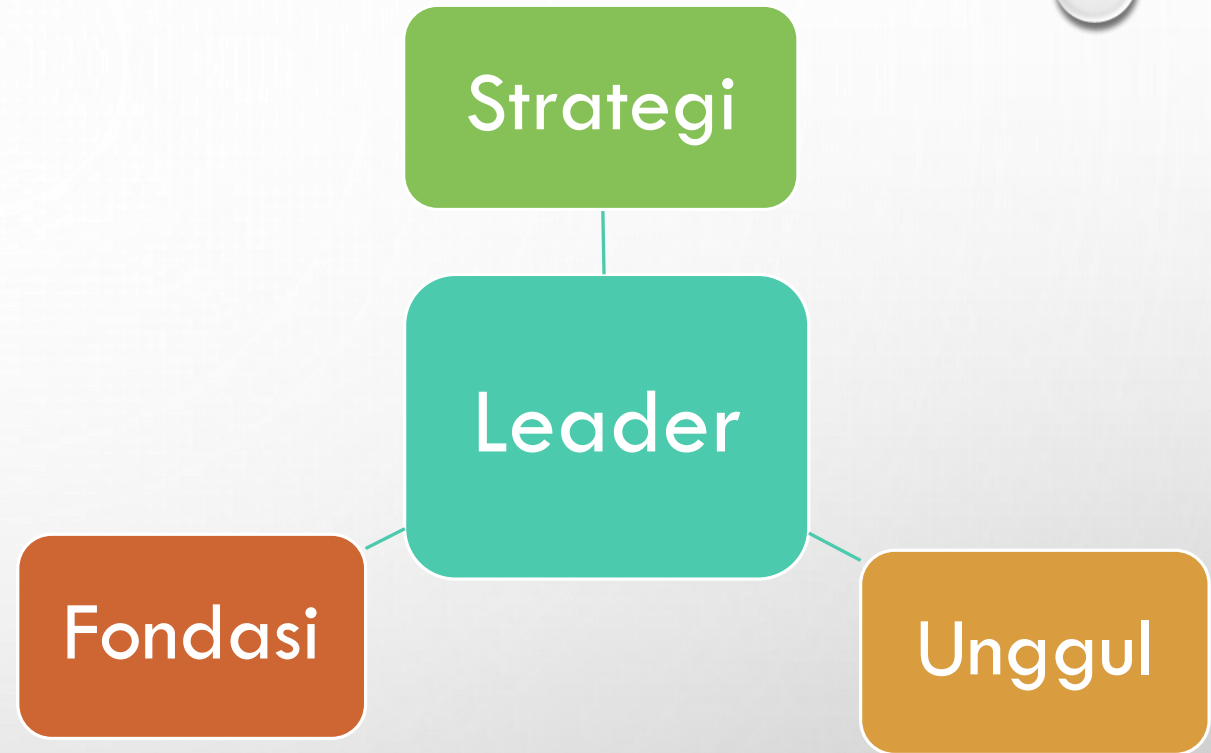
# Soft Skill Leadership:

## Metode Praktis Pemimpin Masa Depan



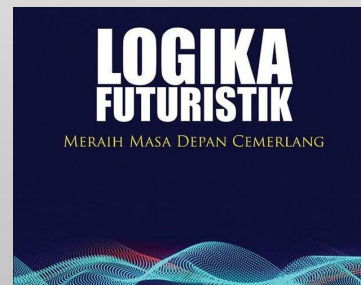
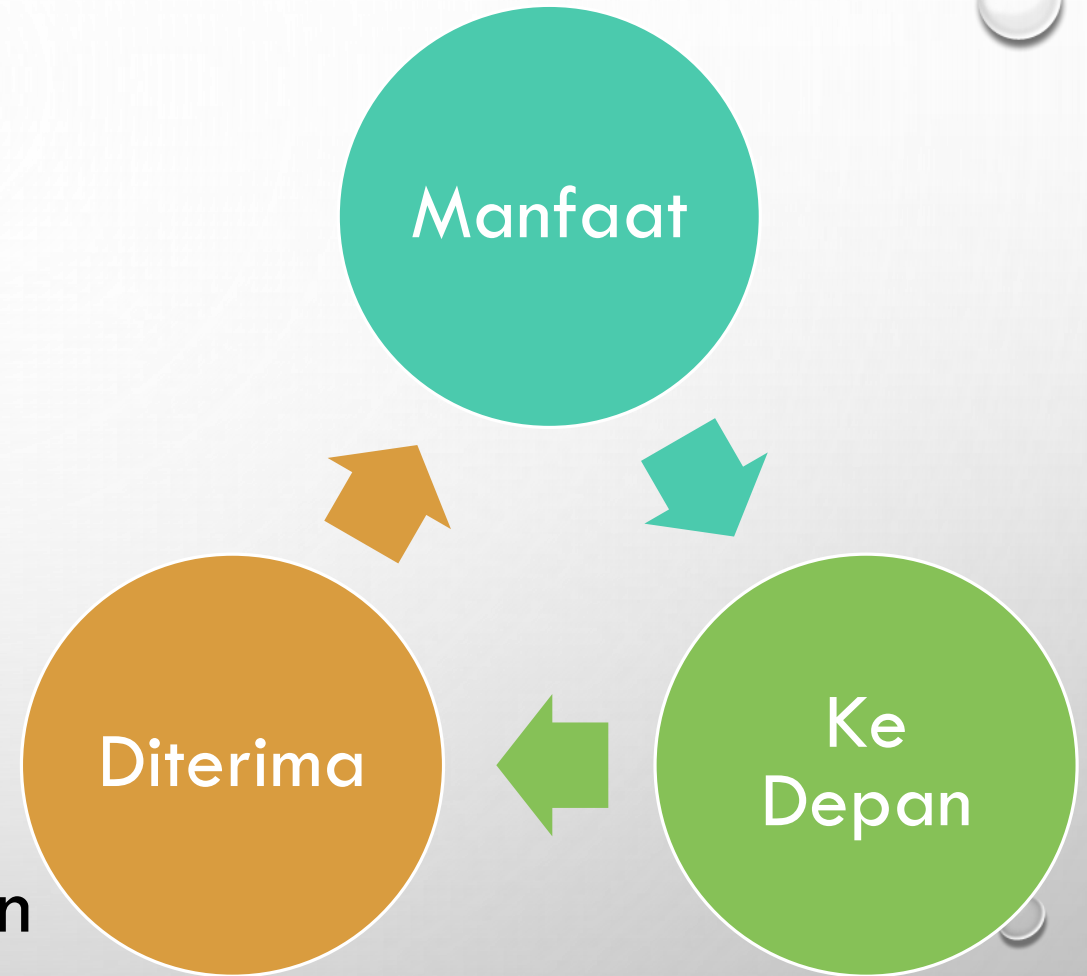
# Fondasi Strategi Unggul

Soft Skill Leadership  
mengembangkan 3 fondasi  
organisasi, 3 keunggulan, dan  
76 strategi.



### 3 Fondasi Organisasi

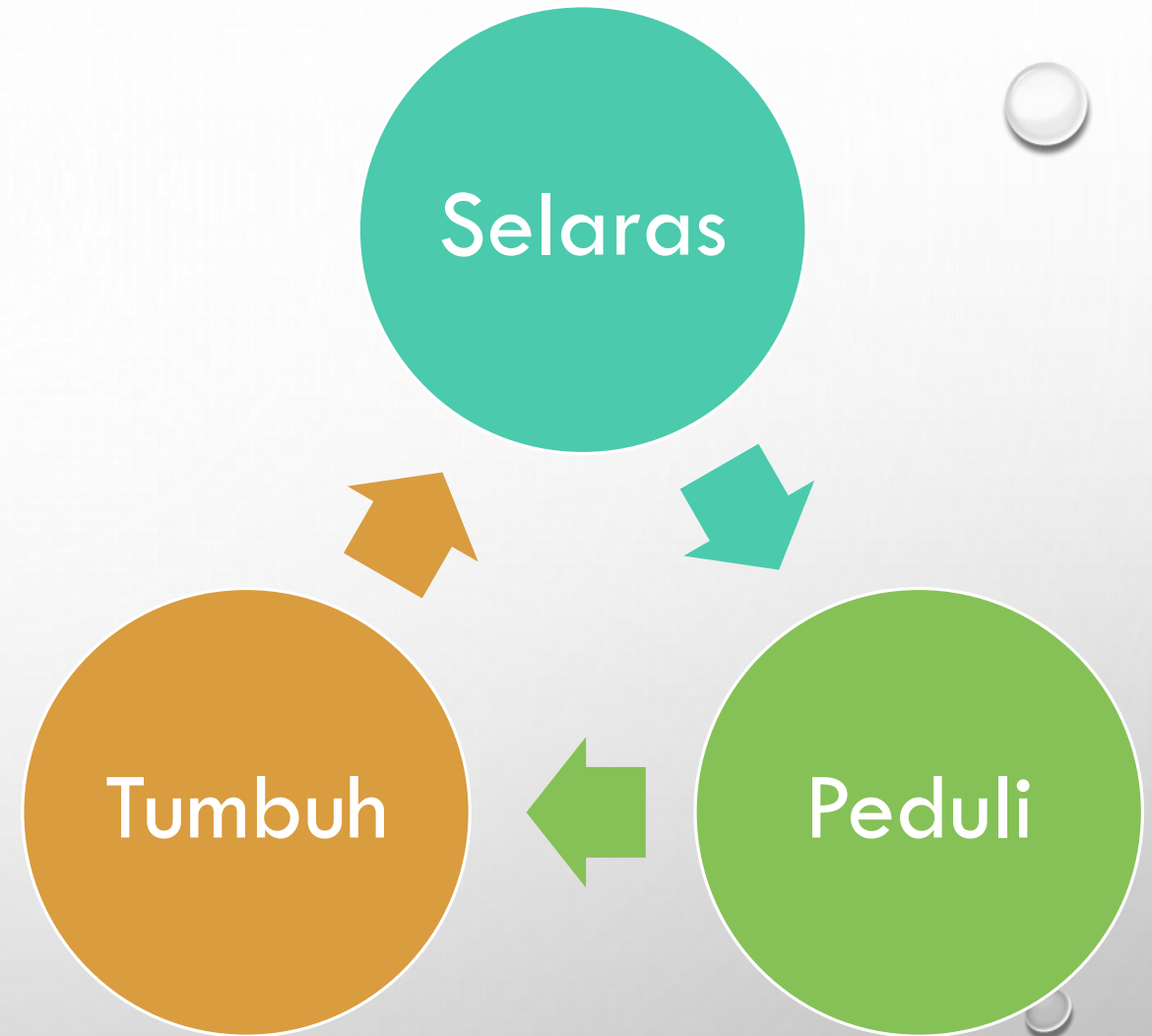
- (1) Organisasi memberi manfaat secara luas, misal, dengan menghasilkan profit dan pertumbuhan.
- (2) Organisasi beroperasi jangka panjang, misal, 5 tahun ke depan.
- (3) Organisasi bisa diterima oleh masyarakat beradab, misal, bukan kejahatan.





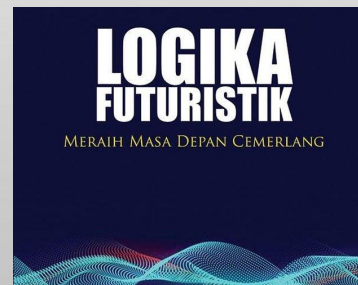
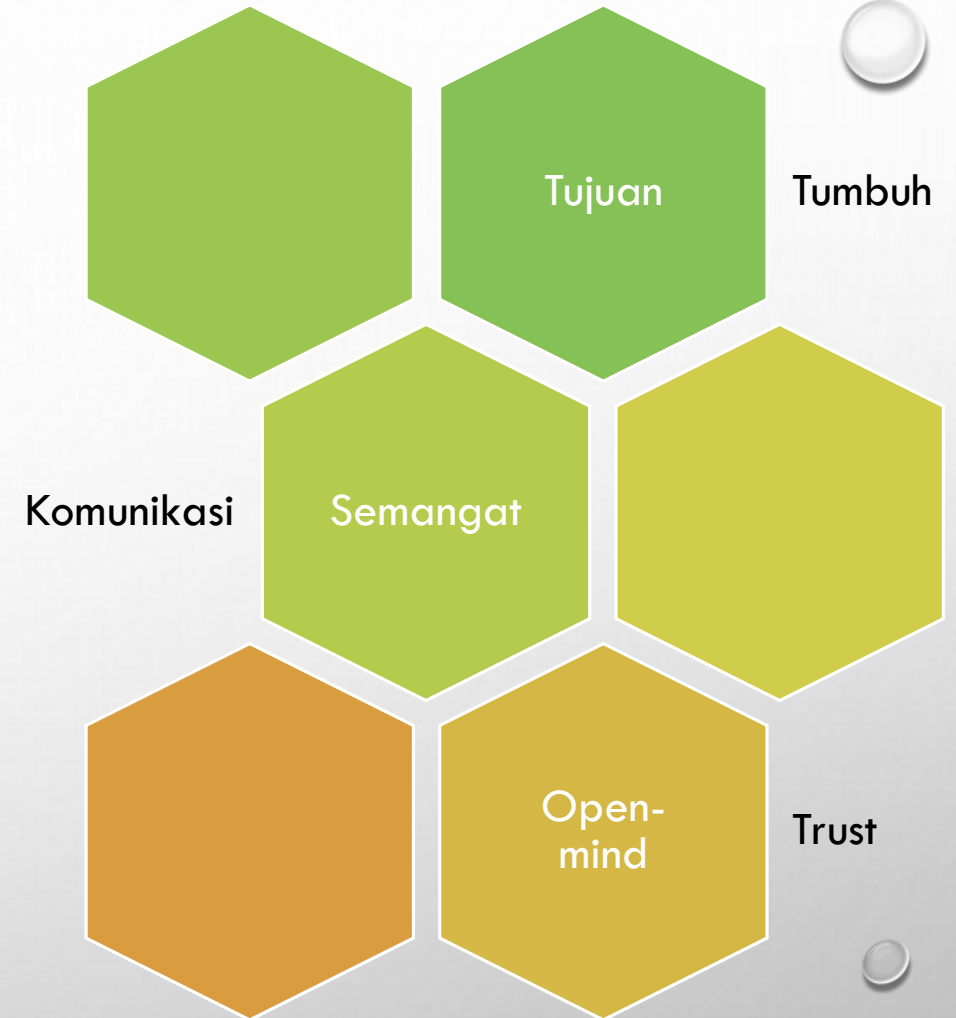
### 3 Keunggulan Organisasi

- (1) Selaras tujuan organisasi dan pribadi.
- (2) Peduli antar anggota organisasi.
- (3) Organisasi mendorong pertumbuhan masing-masing pribadi.

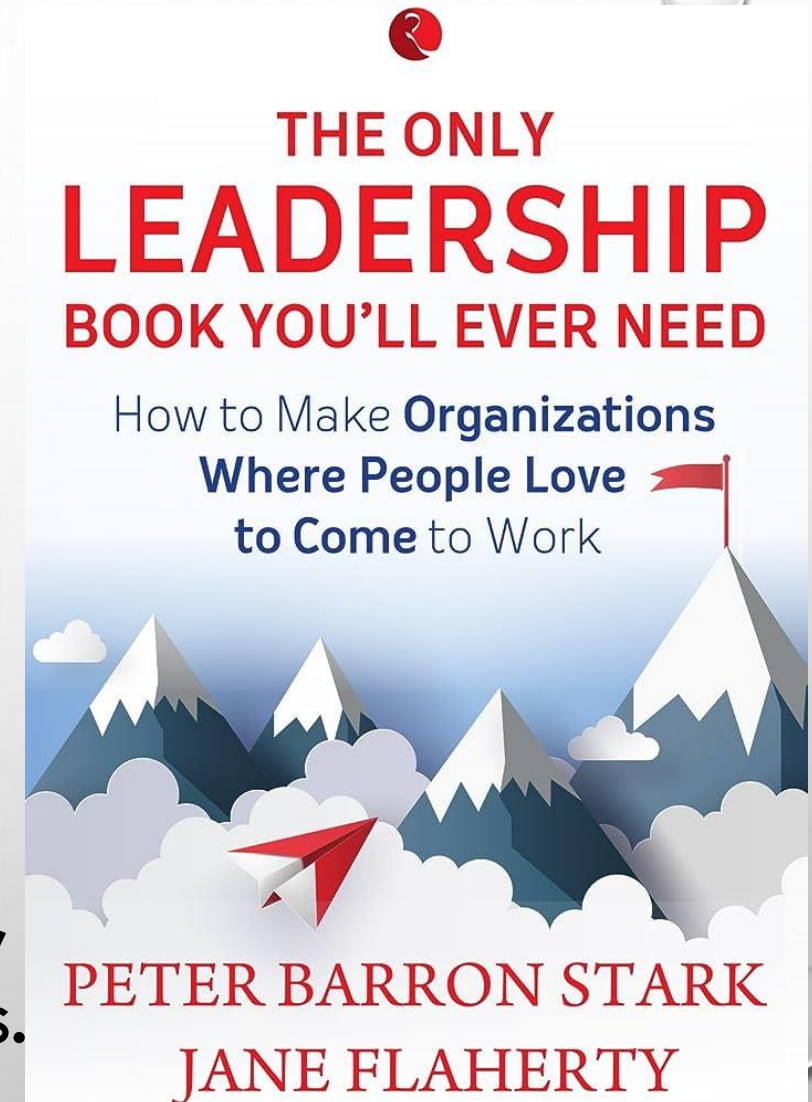


# 76 Strategi Praktis

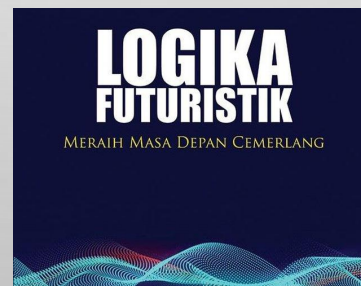
- (1) Komunikasikan tujuan organisasi.
- (2) Semangat masa depan.
- (11) Kebijakan open-mind.
- (14) Hilangkan hambatan komunikasi.
- (67) Pastikan setiap orang tumbuh.



We have conducted more than 250 different organizational assessments, and gathered and analyzed the opinions of more than 100,000 managers and employees from hundreds of organizations around the world. We have interpreted the opinions of these people and provided hard data to leaders in banking, manufacturing, high-tech, healthcare, pharmaceutical, professional sports, law, retail, food service, and many other diverse industries.

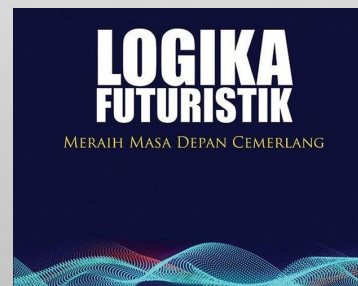


If you are a leader who is focused on the future and understands that you can't reach your full leadership potential without the commitment and loyalty of engaged employees, read on. Because the truth is this: If people do not willingly follow you, you will be a manager, but not a leader.





An employee opinion survey provides the objective data you need to identify employee attitudes and take action to become an employer of choice. More than that, you will surround yourself with satisfied team members who are engaged in their work, creative with solutions, and generally pleasant to be around.

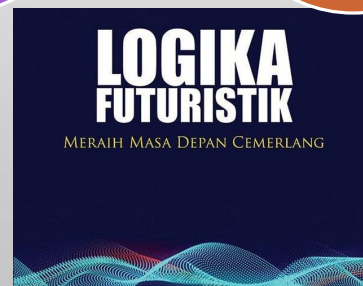


We will review the benchmark data, identify what the Best-of-the Best companies do compared with others, and add in our analysis of the best practices. The result will give you the tools you need to join the leaders in the Best-of-the-Best Benchmark.



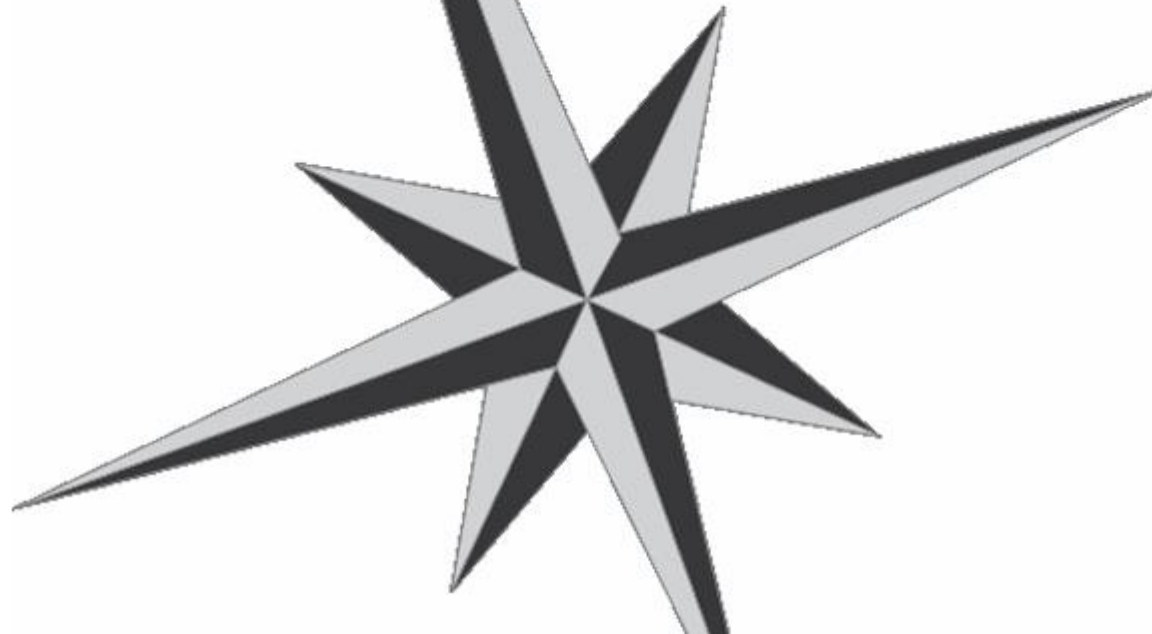
We're going to share with you the benchmark data along with the insights gained from two decades of interviewing and coaching leaders. You'll learn what employees think about the best managers and their organizations. Most importantly, you'll see what you can do to become a respected leader who produces results.







The CASE  
for  
WORKPLACE  
EXCELLENCE



**LOGIKA  
FUTURISTIK**

MERAH MASA DEPAN CEMERLANG





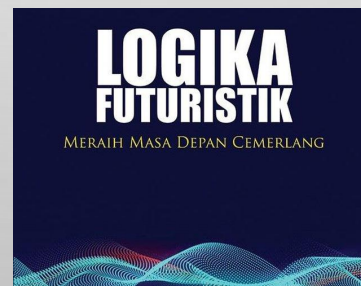
# Become the Employer of Choice



Furthermore, they want to stay with you because they feel fulfilled in their work. You are their employer of choice. Employees with an above-average attitude toward their work will generate higher customer satisfaction, higher productivity, and higher profits for their organizations.



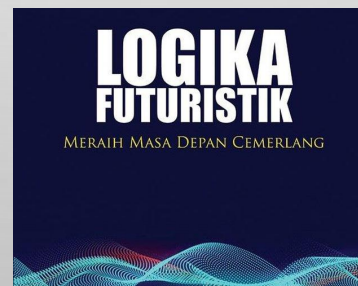
An employer of choice measures employee engagement and satisfaction, and takes action to address key areas of concern. When employees know you listen, care, and will respond to their feedback, they will choose you.



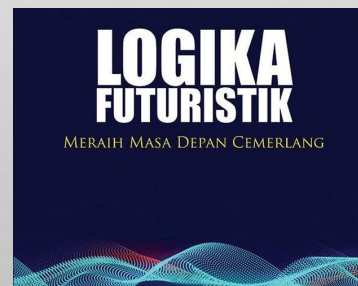


## New Job?

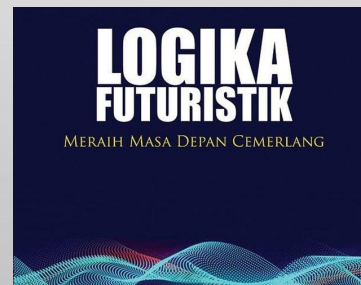
- ☐ The supervisor or manager does not value the employee's contribution or appear to care about the employee.
- ☐ The supervisor does not provide good, ongoing communication to the employee.
- ☐ The supervisor does not provide the employee with performance feedback.
- ☐ The supervisor is late on the performance appraisal.



- ❑ The supervisor treats the employee disrespectfully.
- ❑ The supervisor fails to provide the employee with clear direction.
- ❑ The employee feels there is little potential for career development.
- ❑ The employee is ready for a more challenging position or a new experience.
- ❑ The employee seeks better compensation and benefits.

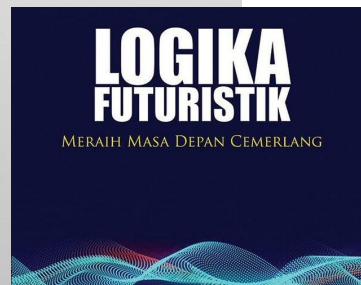


In most instances, people leave because they lack a meaningful working relationship with an immediate supervisor. It's not the money. The stronger this relationship is, the lesser role money will play when an employee considers leaving the company for a competing offer.



The second way is the one that strikes fear into the heart of every manager: the employee who mentally quits, but stays with the organization.

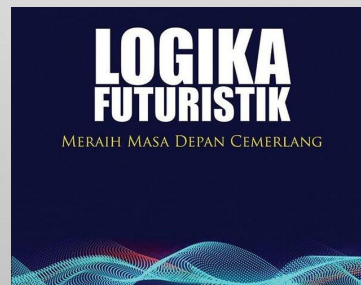
- ☐ Evidence of a “whatever” attitude.
- ☐ Minimal contribution.
- ☐ Absenteeism.
- ☐ Loss of enthusiasm.
- ☐ Little or no interest in the future.





## Contented Organizations Minimum Criteria

- ☐ Profitability—a consistent track record of growth in revenue and earnings.
- ☐ Continuity—in business for at least five years.
- ☐ Desirability—generally regarded by the people who work within the organization as a good place to work, with positive employee relations practices.



MINIMUM  
STANDARDS

## Contented Organizations Similarities

- ☐ Aligning their people with their organization's purpose and objectives.
- ☐ Caring about and recognizing people.
- ☐ Enabling people to perform by providing necessary training, information, and tools.

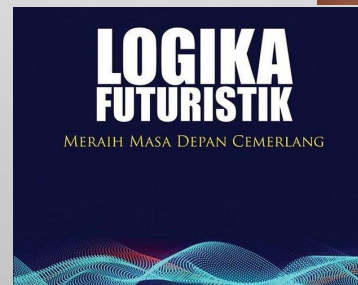




## **The 10 Keys to Workplace Excellence**

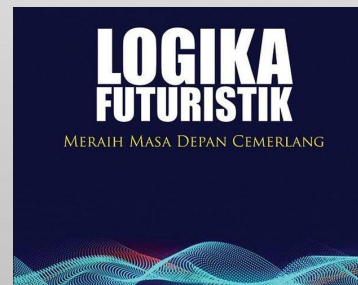


Each key is under the direct control of an employee's immediate manager or supervisor. That means you—and the people you coach—can change the way you lead to improve performance.





1. A Compelling, Positive Vision With Clear Goals.
2. Communication—The Right Stuff at the Right Time.
3. Select the Right People for the Right Job.
4. Remember: We're on the Same Team.
5. Cool Stuff—Continuous Improvement and Innovation.

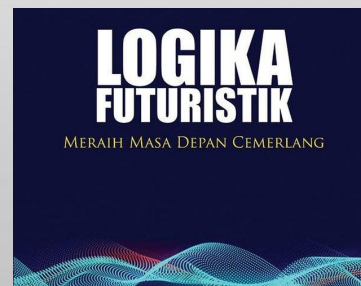
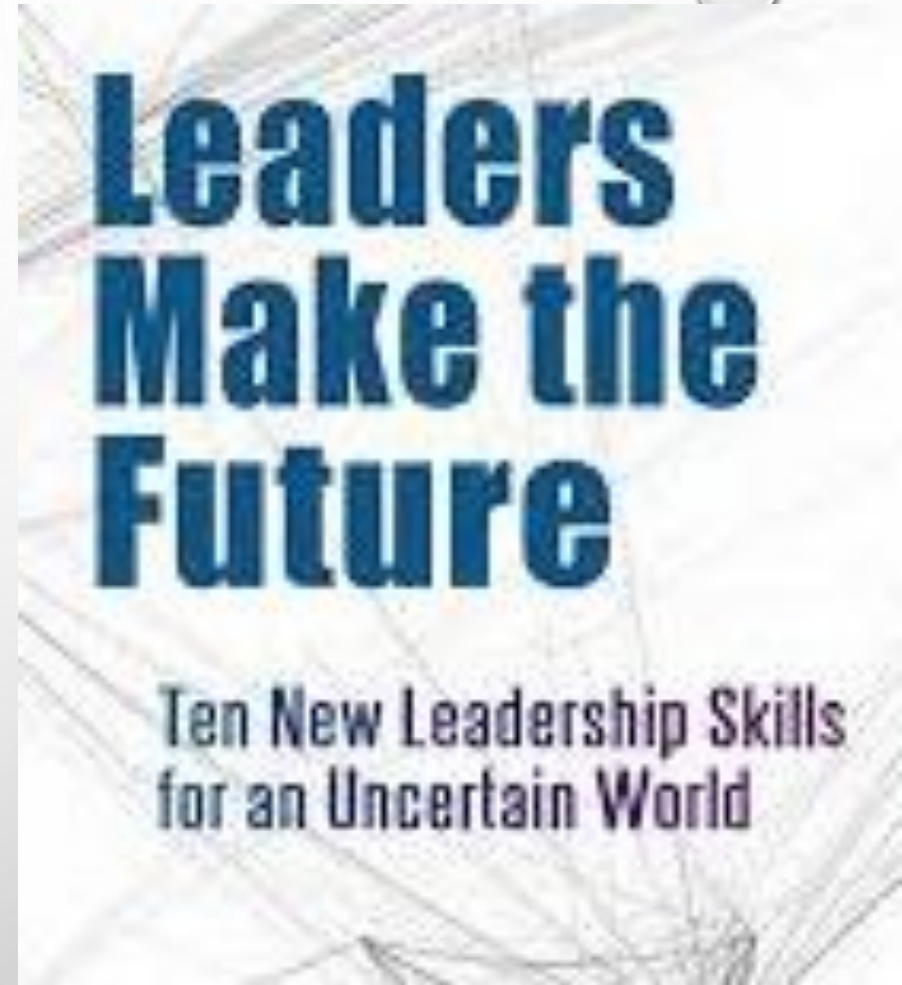


6. Recognize and Reward Excellent Performance.
7. Accountability Counts.
8. Every Employee Learns and Grows.
9. Problems...No Problem!
10. It's All About the Customer.





There are two ways to improve the results of an employee opinion survey. First, the manager can change and exhibit new leadership behaviors. Second, senior management can make a tough decision and change the manager of the area that has low results.



The most important aspect to remember is that it's up to the individual to utilize his or her leadership skills to use the keys.





# Part 2

If YOU'RE a MANAGER  
WHO WANTS to BE a  
LEADER, YOU NEED  
FOLLOWERS

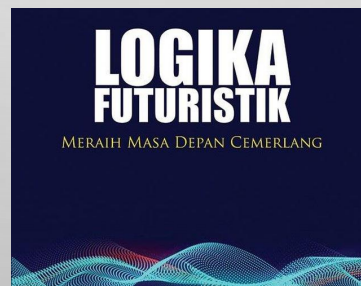


**LOGIKA  
FUTURISTIK**

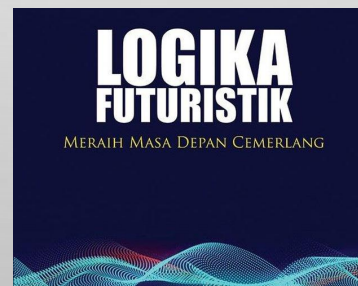
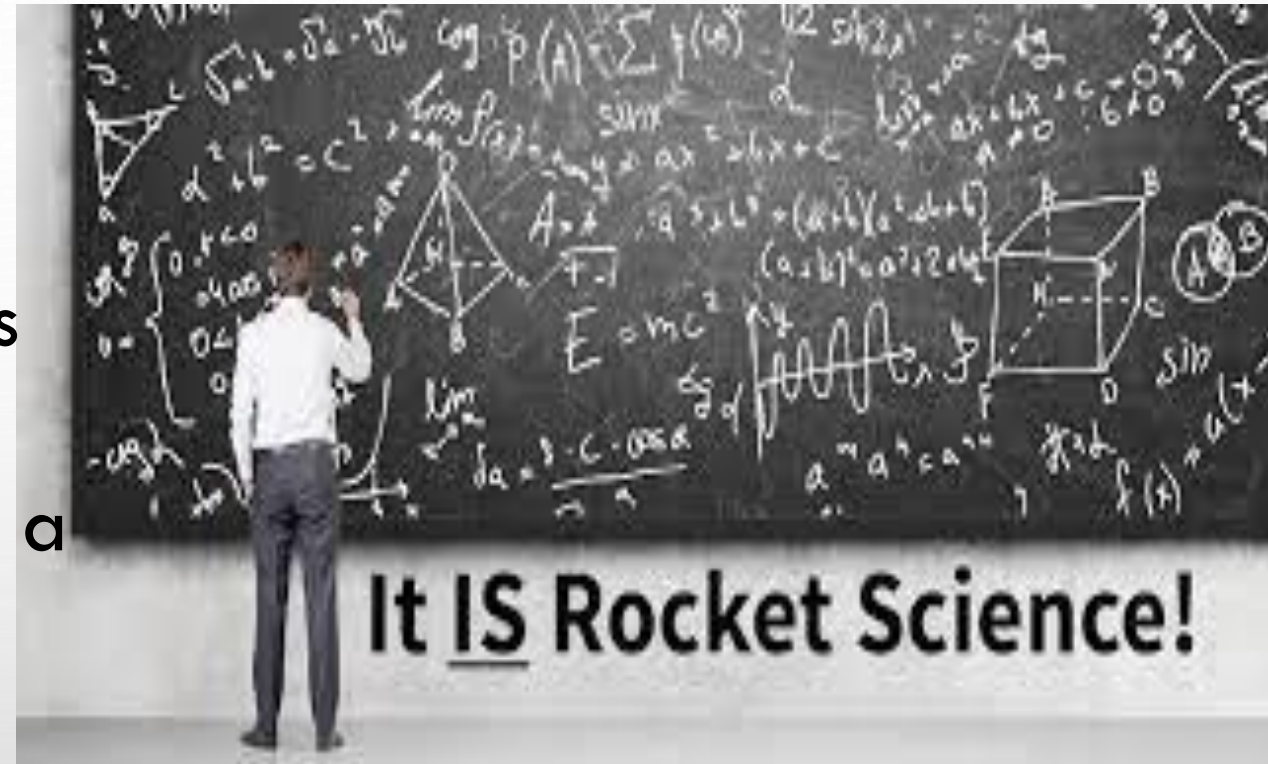
MERAH MASA DEPAN CEMERLANG



## Being the Leader Who Makes a Difference

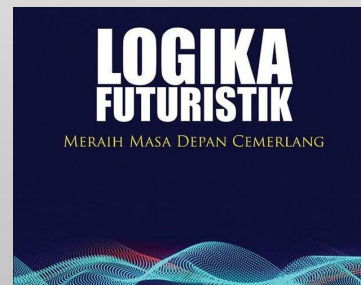


“This isn’t rocket science.” We would agree with you. If it’s so simple and straightforward, though, why don’t more managers practice the 10 Keys to Workplace Excellence to improve their leadership ability and develop a great working environment?



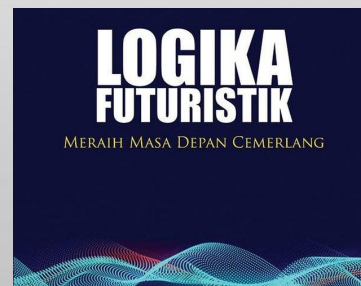
## The Reasons for low performance:

- ☐ That is the way the board, CEO, or senior management team is, and things will never change.
- ☐ We do not pay people enough, and I get no support from HR or senior management to give them a raise.
- ☐ HR will not support managers, so performance problems will never be addressed.
- ☐ Too many people in the organization are protected like sacred cows.
- ☐ People in the organization don't understand what our department is "all about."

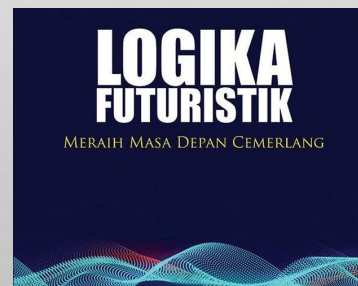




- ☐ The industry, or this position, has high turnover.
- ☐ The employees don't have a firm grasp on reality.
- ☐ The employees will never be happy.
- ☐ The low scores are a reflection of another manager or supervisor, not me.
- ☐ I will never create an organization that is "touchy-feely."
- ☐ The employees did not understand the questions when taking the survey.



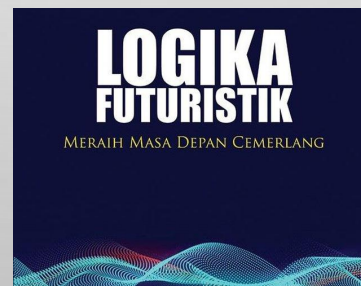
Whether managers believe they can positively influence the work environment for the employees in their areas, or believe they cannot, it is important to note: **THEY ARE RIGHT!**



Trust-Building #1: Clarify, Crystallize,  
and Communicate Your Organization's  
Core Values

Trust-Building #2: Be Consistent

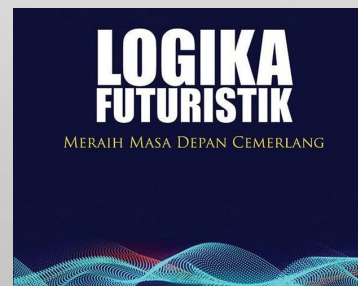
Trust-Building #3: Keep Your Word



Trust-Building #4: Ensure That  
Communication Is Open and Honest

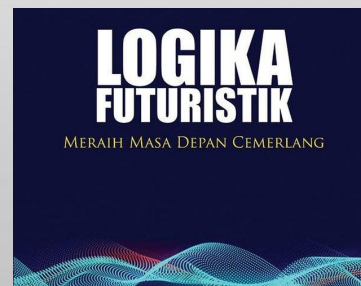
Trust-Building #5: Involve Employees in  
Decisions That Impact Their Work

Trust-Building Lesson #6: Trust Employees

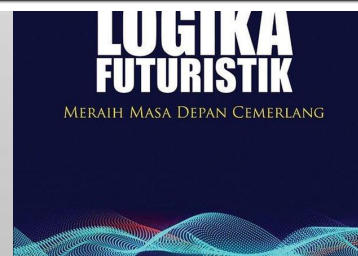




Because you spend approximately 95,000 hours of your life at work, it makes sense that it is easier to love your job when you enjoy a quality working relationship with your boss. When employees responded to the statement “I have a good working relationship with my manager,” the highest-rated department managers were 35 percentage points higher than the lowest-rated managers.

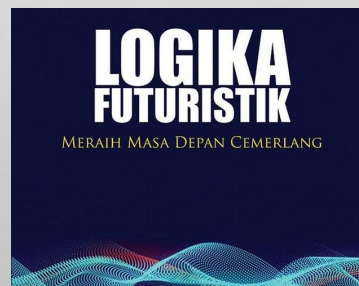


| Best-of-the-Best on Leadership |                                                                                                           |
|--------------------------------|-----------------------------------------------------------------------------------------------------------|
| +40                            | My manager identifies and handles performance problems in the early stages.                               |
| +35                            | I have a good working relationship with my manager.                                                       |
| +32                            | My manager sets a good example with his or her work habits.                                               |
| +32                            | My manager sets and communicates performance objectives for each associate.                               |
| +30                            | My manager keeps me informed about company plans.                                                         |
| +30                            | I trust my manager.                                                                                       |
| +28                            | My manager provides me with adequate recognition for positive performance.                                |
| +26                            | My manager is easily accessible when needed (for example, in person or by phone, e-mail, and voice mail). |
| +26                            | My manager is able to admit when he or she makes a mistake.                                               |
| +24                            | My manager gives me good ongoing feedback regarding my performance.                                       |
| +23                            | My manager solicits my opinion regarding work affecting my areas of responsibility.                       |
| +22                            | My manager respects me.                                                                                   |

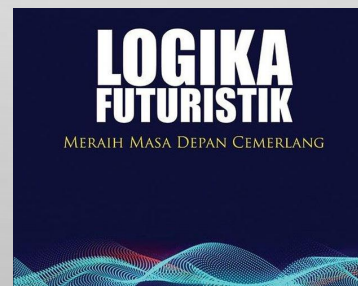




## **11 Stupid Things Managers Do to Mess Up Workplace Excellence**



One manager in the organization can wield tremendous influence over how employees feel about their work experience. It doesn't matter if there are five, 50, 500, or 5,000 employees—if the manager exerts positive leadership, employees will feel positive about their work experience. The same is true if the manager is negative or apathetic about the work experience.





Stupid Behavior #1: Inability to Control Emotions

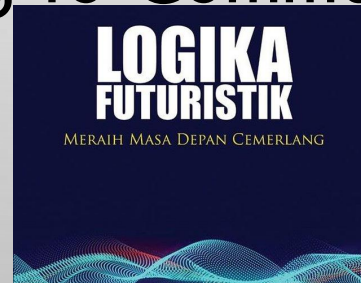
Stupid Behavior #2: Making Impulsive Decisions

Stupid Behavior #3: Blaming Others

Stupid Behavior #4: Thinking, “It’s All About Me!”

Stupid Behavior #5: Negativity

Stupid Behavior #6: Failing to Communicate



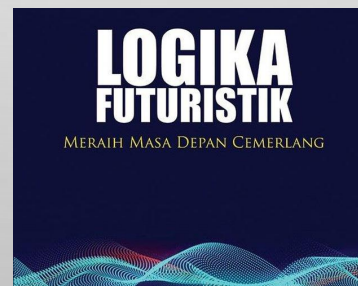
Stupid Behavior #7: Talking First, Listening Later

Stupid Behavior #8: Yearning for Acceptance

Stupid Behavior #9: Exhibiting Poor Judgment

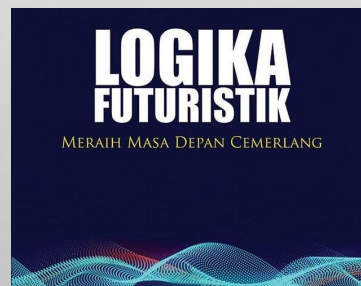
Stupid Behavior #10: Having Selective Hearing

Stupid Behavior #11: Not Trusting People





## 12-Step Recovery From Stupid Behaviors



Step #1: Stop the Behavior

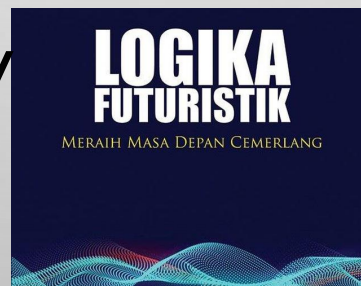
Step #2: Admit You Made a Mistake

Step #3: Apologize

Step #4: Ask for Help

Step #5: Give Credit Where Credit Is Due

Step #6: Take Responsibility





Step #7: Focus on the Future

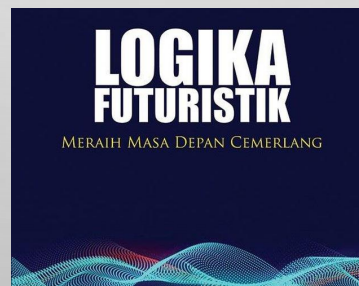
Step #8: Take Action

Step #9: Think First and Then Speak

Step #10: Listen and Ask Questions

Step #11: Thank People

Step #12: Be Grateful



# Part 3

CREATING  
WORKPLACE  
EXCELLENCE



**LOGIKA  
FUTURISTIK**

MERAH MASA DEPAN CEMERLANG





## The 76 Strategies



We know that there are some natural leaders, but most of us need to continually learn or refresh our management skills. It's inspiring to remember that about half of the managers we coach make changes and move forward as higher-performing leaders.





1: Communicate Your Organization's Purpose

2: Get Excited About Tomorrow

11: Lead With an Open-Mind Policy

14: Eliminate the Communication Lag Time

67: Ensure That Everyone Has a Growth and Development Plan

**BIG DAY  
TOMORROW!**



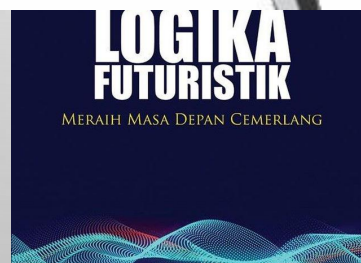
# Part 4

The OUTCOMES  
of  
WORKPLACE  
EXCELLENCE



**LOGIKA  
FUTURISTIK**

MERAH MASA DEPAN CEMERLANG



Love to do biz

Love to work

Choice

Priceless  
Reputation

Outcome

Excellence

10 Keys

76 Practical

Strategy

Result

Being Leader

Recovery

Mess Up

12-Steps

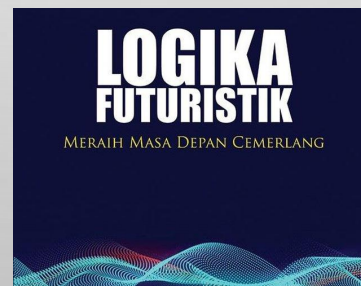
11 Stupidities

**LOGIKA  
FUTURISTIK**

MERAH MASA DEPAN CEMERLANG

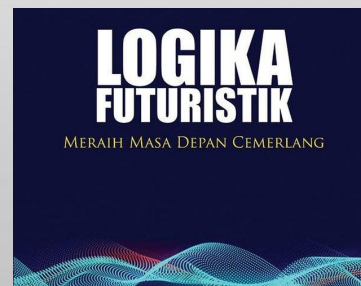


## Priceless Outcomes





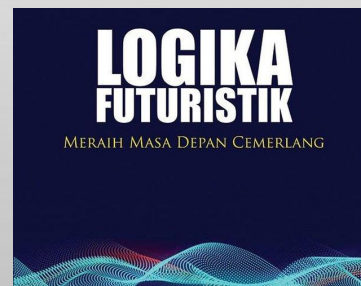
No matter how hard you try, though, you cannot buy the six most significant outcomes from having an environment where your employees love to come to work and your customers love to do business.



Priceless Outcome #1: Employees Feel  
They Are Treated Fairly

Priceless Outcome #2: Trust in  
Management and/or the Owners

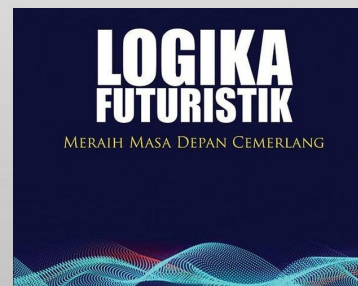
Priceless Outcome #3: I Love My Job!



Priceless Outcome #4: Retention

Priceless Outcome #5: Employees  
Feel Valued

Priceless Outcome #6: Positive  
Reputation for Workplace Excellence



- There is great news: Learning from those leaders in Best-of-the-Best organizations and taking action will lead to your long-term success. You, too, can experience the benefits and excitement of working with an engaged workforce. Don't wait for the CEO, the human resources department, or your boss to tell you to take action. No one else can do it. Creating an engaged workforce starts with you!

It starts with you!

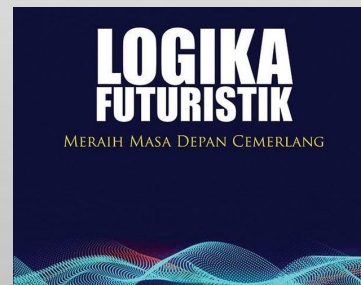




**Terima Kasih**

**Thank You**

**Matur Suwun**



# Penawaran Kerja Sama

## Contact Person

Kami menawarkan kerja sama untuk menyelenggarakan seminar “Leader for Future” di perusahaan atau lembaga Anda.

Info lengkap: APIQ Centre  
Jl Picung 109 Kota Bandung  
WA 0818 22 0898  
[www.pamanAPIQ.com](http://www.pamanAPIQ.com)

