PT. MITRA PINASTHIKA MUSTIKA Tbk
MPM LEAD STAGE 2 – BLOCK 1: LEADING In VUCA Era & COMMUNICATION and INFLUENCING

HOUR	Leading in VUCA Era		Communication and Influencing	
	DAY 1	DAY 2	DAY 3	DAY 4

08.30 – 10.15	• **Introduction& Program Overview**
	  ○ **Pre-Test**
	• **VUCA Era Leadership**
	  ✓ VUCA environment : **Volatile**, **Uncertain**, **Complex**, **Ambiguous**
	  ✓ Solution of VUCA Leadership : **Visioning**, **Understanding**, **Courage**, **Adaptibility**
	• **VTP : Jamie's Kitchen: Fifteen Lessons on Leadership**
	• **Discussions** and **conclusions**
		• **Review day 1 – Team Challenge**
		• **Experiential Learning : Practicing Your Leadership Flexibility**
		• The participants will practice and develop their **leadership flexibility** with **Leadership Game Board**
		• **Setting Your Goals**
		  ✓ Why plan?**Fail to plan** is **plan to fail**
		  ✓ Start with The **End**in mind
		  ✓ **SMARTER** goal setting
		  ✓ **Priorities**
		  ✓ **Urgent** and **Important matrix**
		• **Activity: Setting SMARTER targets**
			• **Team Challenge – Review of Day 2**
			• **Becoming Good Communicator**
			  ○ Fundamentals of communication
			  ○ Communication barriers & how to handle them
			  ○ Informative and persuasive communication
			  ○ **Verbal** and **non-verbal**
			• **Activity: Mouth** to **Ear Experiential Game**.
				• **Team Challenge – Review of Day 3**
				• **Listening with Emphaty**
				  ○ Degree of **Listening skills**
				  ○ Sympathetic and **emphatic listening**
				  ○ Questioning : o**pen/closed** question
				  ○ How to listen **emphatically**
				• **Activity: EmphaticListening Role Play**

10.15 – 10.30	**BREAK**			

10.30 – 12.15	• **Influencing Team**
	  ✓ **Influencing Styles**Self Assessment
	  ✓ Key **strengths** and **weaknesses** of each style
	  ✓ Discussions: **personal leadership styles**
	  ✓ **Situational leadership**
	Activity: Tower game
	Discussions and **conclusions**
		• **Translating Goals into Action**
		  ✓ **Long term** plan, **medium** plan, **daily plan**
		  ✓ **Task list** and **Daily Action** Plans
		  ✓ Presentations, discussions and conclusions
			• **Building Your Team Relationship**
			  ○ Principles of **effective human relationship**
			  ○ Building **Rapports**
			  ○ Tips for a **better rapport**
			  ○ **Positive mind-set**
			  ○ The **importance** of "**Strokes"**
			  ○ **Types** of "Strokes"
			  ○ Tips to **deliver** and **receive"Strokes"**
			• **Activity: Creating rapport**
				• **High Quality Communication**
				  ○ **Assertive**, **Aggressive** or **Passive**?
				  ○ **Advantages** of each behavior
				  ○ **Recognize** each behavior
				  ○ Tips in **handling each behavior** and be **Assertive**
				• **Activity: Self Assessment on Assertiveness**
				• **Assertiveness Role Play**

12.15 – 13.00	**LUNCH**			

13.00 – 15.00	• **Motivating & Empowering Team**
	  ✓ **Self Motivation**: Self Assessment
	  ✓ **N.Ach, N.aff, N, Pow**
	  ✓ **Resilience** and **Persistence**
	  ✓ Understanding **team members' achievement motivators**
	  ✓ Identifying **what's in it for them** (the benefits)
	• **Activity : Pressing The Hot Button Case Study** and **discussions**
		• **Boosting Team Performance**
		  ✓ **Performance Management** Cycle
		  ✓ **KPI** and **KPD**
		  ✓ **IDP**(Individual Development Plan)
		  ✓ **Performance Appraisal**
		• **VTP: Dreaded Appraisals**
		• **Role plays** and **discussions**
			• **Adapting Communication Style**
			  ○ **Interpersonal Style**
			  ○ How to **communicate with differentpeople** with **different personality styles**
			• **Activity : Self Assessment on Interpersonal Type** and **Group discussions**
				• **Becoming Good Communicator in Action:**
				  ○ **Experiential Learning**
				  ○ **Feedback**
				  ○ **Conclusions**

15.00 – 15.15	**BREAK**			

15.15 – 17.00	• **Delegating with Impact**
	  ✓ Stages of **effective delegation**
	  ✓ Delegating effectively &efficiently for people development:
	  - Delegation **Preparation**
	  - Briefing&**Monitoring**
	  ✓ Delegation **follow up**
	• **Activity : maze case study on delegation** and **discussions**
	• **Summary & Action Planning of day 1**
		• **Giving & Receiving Feedback**
		  ✓ Characteristics of **effective feedback**
		  ✓ **Constructive**vs**destructive**feedback
		• **Activity: role plays**on **giving&receiving feedback**
		• **Summary& Action Planning of day 2**
			• **Strong Communication with Multigenerations**
			  ○ Understanding Multi generation Briefly
			  ○ Understanding **communication preferences** in **Multi-Generation**
			• **Activity : Discussion** on **Communication Preferences**
			• **Summary & Action Planning of day 3**
				• **Summary**
				• **Action Plan**
				• **Post Test**
				• **Reward**
				• **Post program activities**
				• **Evaluation**

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MPM LEAD STAGE 2 – BLOCK 2: CRITICAL THINKING and PROBLEM SOLVING & COACHING for RESULTS

HOUR	Critical Thinking and Problem Solving		Coaching for Results
	DAY 1	DAY 2	DAY 3

08.30 – 10.15	• **Introduction**
	  ○ Pre-Test
	• **Thinking Like Entrepreneurs**
	  ○ I **own** the problem
	  ○ **Creative** & **innovative**
	• *Activity: Who owns the zebra?*
		• **Team Challenge – Review of Day 1**
		• **Making Your Decision**
		  ○ **Introduction** to **decision making**
		  ○ **Prepare the Decision**
		  ▪ Assess the decision **environment**
		  ▪ **Stakeholder analysis**
			• **Introduction & Coaching Conversations that Get Results**
			  ○ The 3 Roles of in Coaching Conversation to get Results
			  ○ The Core Skills of Coaching Conversation to get Results
			  ○ GROW in Coaching Conversation to get Results
			• Activity : Discussion about barriers of coaching

10.15 – 10.30	**BREAK**		

10.30 – 12.15	• **The Way Solving the Problem**
	  ○ **Problem Definition**
	  ▪ *Activity: Review the pre work & problem definition*
	  ○ Problem analysis
	  ▪ Tools for finding the **root cause**
	  ▪ *Activity: Real problem analysis*
		• **DevelopingYour Decision**
		  ○ Managing the **group dynamics**
		  ○ **Styles** in decision making
		  ○ Managing **risk**
		  ○ **Cost-benefit** analysis
		  ○ *Activity: Workshop **cost-benefit** analysis*
			• **Building Rapports & Asking Good Questions**
			  ○ Building **Rapport** in Coaching Conversation to get Results
			  ○ The Rapport Ladder
			• Activity: Pacing with Coachee
			• Discussion, Feedback & Conclusions

12.15 – 13.00	**LUNCH**		

13.00 – 15.00	• **Designing The Alternatives**
	  ○ Tools for generating **creative solution**
	  ○ *Activity: **Generating creative solutions** for the root cause*
		• **Idea Navigator**
		• **Group Discussion**
		• **Presentation**
			• **Active Listening & Reviewing Ability**
			  ○ Handling **listening barries**
			  ○ **Elements** of active listening
			  ○ **Activity : Practice active listening & reviewing**

15.00 – 15.15	**BREAK**		

15.15 – 17.00	• **Choosing the Best Alternative**
	  ○ Developing decision criteria
	  ○ *Activity: Choosing solution for the core problems*
	  ○ **Summary & Action Planning of day 1**
		• **Idea Navigator**
		• **Feedback**
		• **Conclusions**
		• **Summary & Action Planning of day 2**
			• **Overall Summary**
			• **Action Plan**
			• **Post Test**
			• **Rewards**
			• **Evaluations & Closing**
			• **Further Learnings**

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MPM LEAD STAGE 2 – BLOCK 3: GIVING EXCELLENT SERVICES & PRESENTING IDEAS with IMPACT

HOUR	Giving Excellent Services		Presenting Ideas with Impact	
	DAY 1	DAY 2	DAY 3	DAY 4

08.30– 10.15	• **Introduction & Customer Service Transformation**
	  ○ **Good** service and **bad** service
	  ○ The importance of service as **competitive advantage**
	  ○ Defining **service excellence**
	• Activity: envisioning service excellence
		• Team Challenge
		• **Increasing Your Personal Quality**
		  ○ **Personal quality** increase reliability
		  ○ Quality give **results**
		  ○ **2 step** to reach personal quality
		  ○ Personal guarantee for my job
		• Activity: PQ improvements in **daily work**
			• **Introduction & Program Overview**
			  ○ Pre-Test
			• **Introduction &Structuring Presentation and Visual Aids**
			  ○ **Analyze** and **understand** your audience
			  ○ What's in it for Me
			
			Tailor your **message** to your audience
				• Team Challenge
				• **Individual Presentation & Group Feedback**

10.15 – 10.30	**BREAK**			

10.30 – 12.15	• **Competitive Advantage in Service**
	  ○ **Good service** and **bad service**
	  ○ **Expectation** versus **experience**
	  ○ The importance of service as **competitive advantage**
	  ○ **The future service**
	• Activitiy: Envisioning Service Excellence
		• **Solving Customer Complaint**
		  ○ Why **customers complain and not complain ?**
		  ○ **Perceiving complaints** from a **diferrent perspective**
		  ○ **Effective Complaint Handling** Tips (The Do's& Don'ts)
		• **Video: "Demanding Customer" video discussion**
		• Discuss handling difficult customers
			• **Review Structuring Presentation and Visual Aids (Cont)**
			  ○ **Story-lining** your report
			  ○ **S**ituation
			  ○ **C**omplication
			  ○ **Q**uestion
			  ○ **A**nswer
			Activity: **Preparing** the **slides** and **presentation**
				• **Individual Presentation & Group Feedback**

12.15 – 13.00	**LUNCH**			

13.00 – 15.00	• **Understanding Customer Needs**
	  ○ Who is my customer? **Internal** and **external**
	  ○ **External customers satisfaction will not surpass internal customers** satisfaction
	  ○ **Probing skill**
	• Activitiy: **Supply Chain Analysis** (continuous improvement in internal service)
		• **Managing Your Emotions**
		  ○ **Self awareness** and **management**
		  ○ Tips for **managing emotions**
		  ○ **Manage stress**
		  ○ Techniques for **handling** and **managing stress**
		• Exercise: stress management
			• **Practice: Pitch your project**
			  ○ **Top 10 human fear**
			  ○ **Concentration curve**
			  ○ **Tips to increase self confidence**
			  ○ **Smart Presentation Card**
				• **Individual Presentation & Group Feedback**

15.00 – 15.15	**BREAK**			

15.15 – 17.00	• **Connecting with My Customer**
	  ○ The importance of **non verbal** communication
	  ○ Types of **non verbal communication**
	  ○ **Single** and **Double Bagger** attitude
	• Video: **Single** and **Double Bagger**
	• Roleplay: **single** and **double** bagger in the work place
	• Tips for improving my **service excellence**
	• **Summary & Action Planning of day 1**
		• **Summary & Action Planning of day 2**
		• **Post Test**
		• **Reward**
		• **Post program activities**
		• **Evaluation**
			• **Questioning and Answering Session**
			  ○ Types of audiences
			  ○ Handling & maaging **difficult audience**
			  ○ **Tips on answering questions**
			• **Summary & Action Planning of day 3**
				• **Summary**
				• **Action plan**
				• **Post Test**
				• **Rewards**
				• **Post program activities**
				• **Evaluation**

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