
Agility: Your New Competitive Edge

Preparing for Success in the Era of AI

Participant Handout

- Medan, 17 February 2020
- Semarang, 19 February 2020



Hak Cipta pada:

Dale Carnegie Indonesia PT. Dasindo Media

(Associate Franchisee in Indonesia of Dale Carnegie & Associates, Inc., New York, USA)

Diterbitkan oleh PT. Dasindo Media, Jakarta - 2020.

Hak Cipta dilindungi oleh Undang-undang.
Dilarang mengutip atau memperbanyak sebagian
atau seluruh naskah tanpa izin tertulis dari penerbit.

Edisi Pertama : Tahun 2019
Terbitan Ke-2 : Februari 2020

Ketentuan Pidana Pasal 72 UU No. 19 tahun 2002

1. Barangsiapa dengan sengaja dan tanpa hak melakukan perbuatan sebagaimana dimaksud dalam Pasal 2 ayat (1) atau Pasal 49 ayat (1) dan ayat (2) dipidana dengan pidana penjara masing-masing paling singkat 1 (satu) bulan dan/atau denda paling sedikit Rp 1.000.000,00 (satu juta rupiah), atau pidana penjara paling lama 7 (tujuh) tahun dan/atau denda paling banyak Rp 5.000.000.000,00 (lima miliar rupiah).
2. Barangsiapa dengan sengaja menyiarkan, memamerkan, mengedarkan, menjual kepada umum suatu Ciptaan atau barang hasil pelanggaran Hak Cipta atau Hak Terkait sebagaimana dimaksud pada ayat (1) dipidana dengan pidana penjara paling lama 5 (lima) tahun dan/atau denda paling banyak Rp 500.000.000,00 (lima ratus juta rupiah).

Program : **Leadership Series**
Agility: Your New Competitive Edge
Preparing for Success in the Era of AI

Date : **February 2020**
Version : **1.00**

Dale Carnegie® Indonesia

PT. Dasindo Media - Jl. Paus No. 84 A, Rawamangun, Jakarta 13220 - INDONESIA
Telp. : 021-489.2737 / Fax : 021-489.6926 / E-mail: info@dalecarnegie.co.id

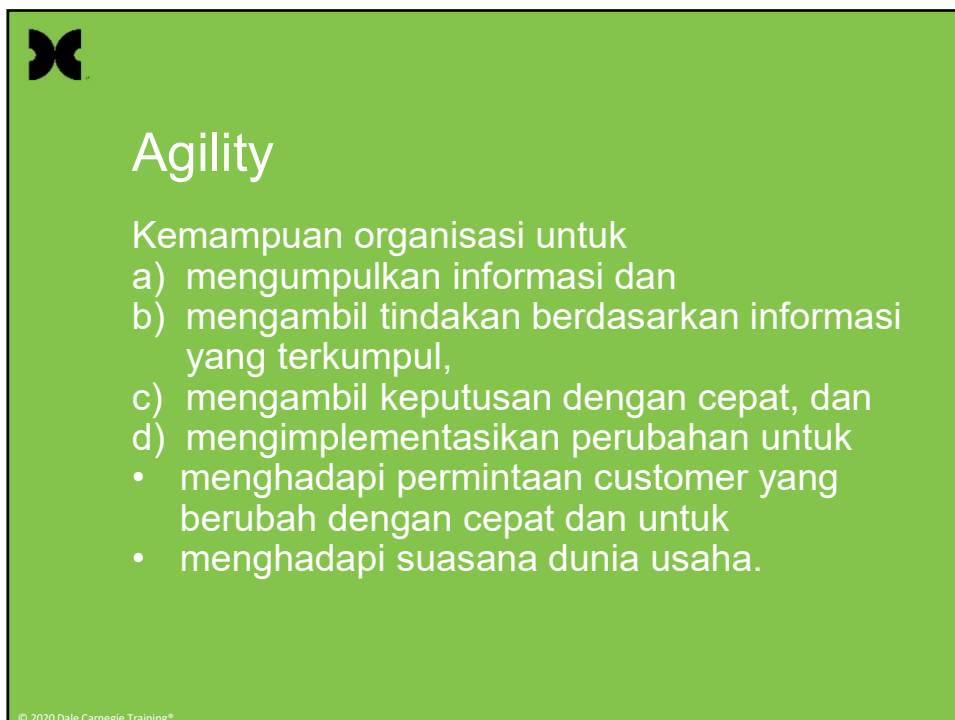





What is AGILITY?

© 2020 Dale Carnegie Training®

2





Agility

Kemampuan organisasi untuk

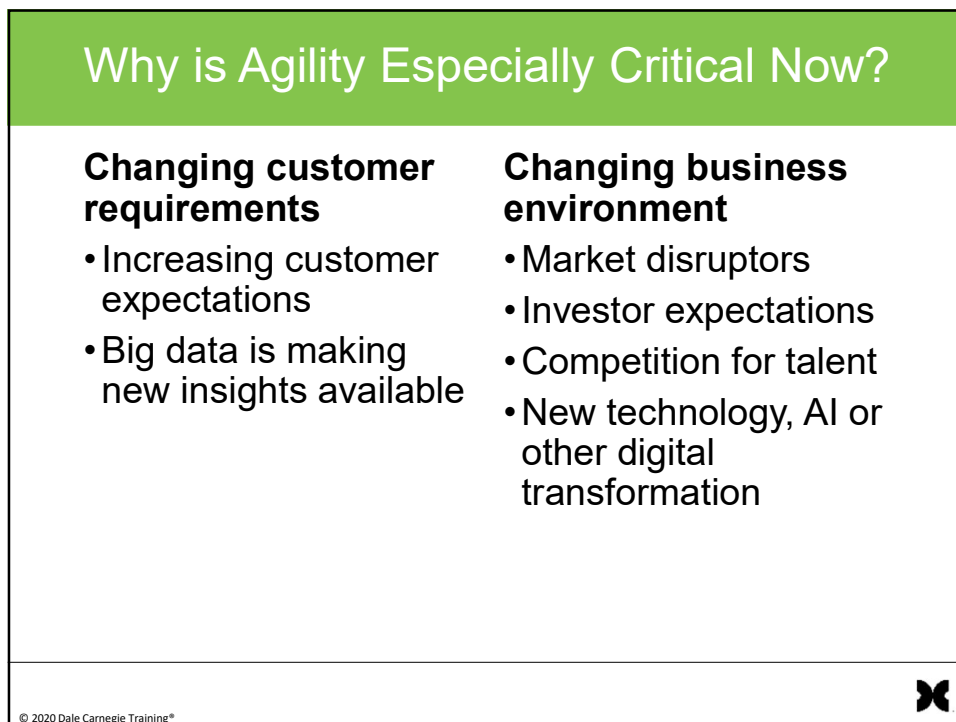
- a) mengumpulkan informasi dan
- b) mengambil tindakan berdasarkan informasi yang terkumpul,
- c) mengambil keputusan dengan cepat, dan
- d) mengimplementasikan perubahan untuk
 - menghadapi permintaan customer yang berubah dengan cepat dan untuk
 - menghadapi suasana dunia usaha.

© 2020 Dale Carnegie Training®

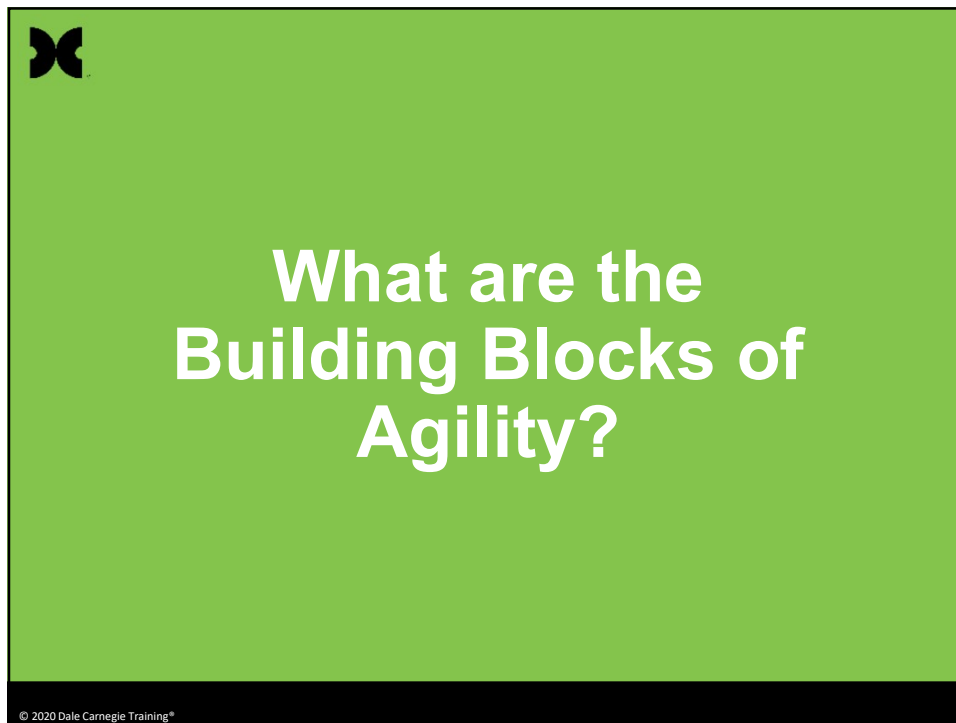
3



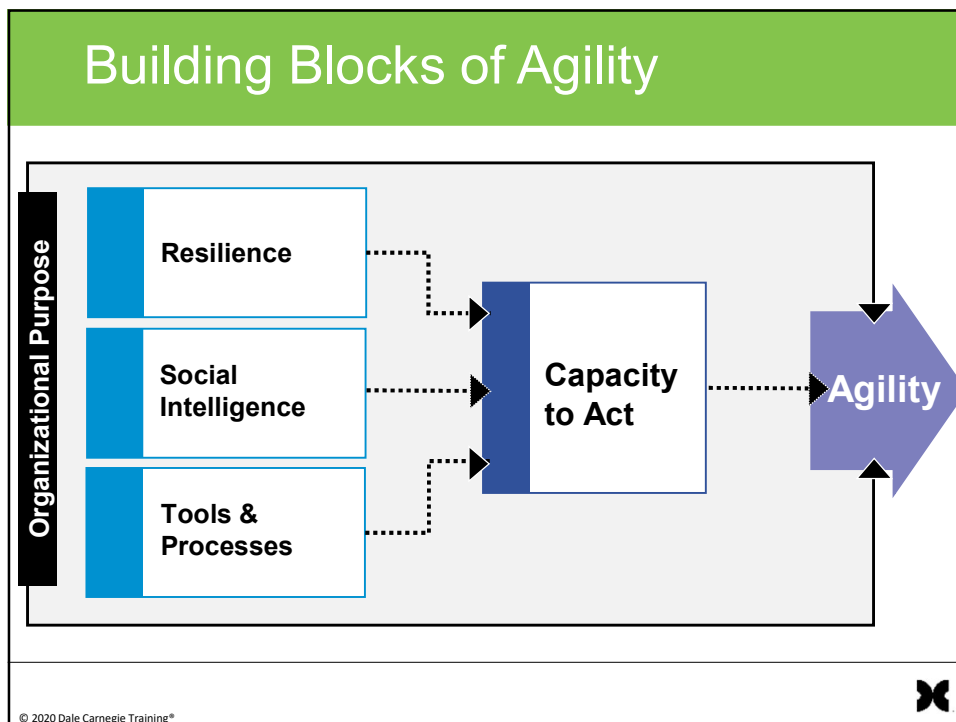
4



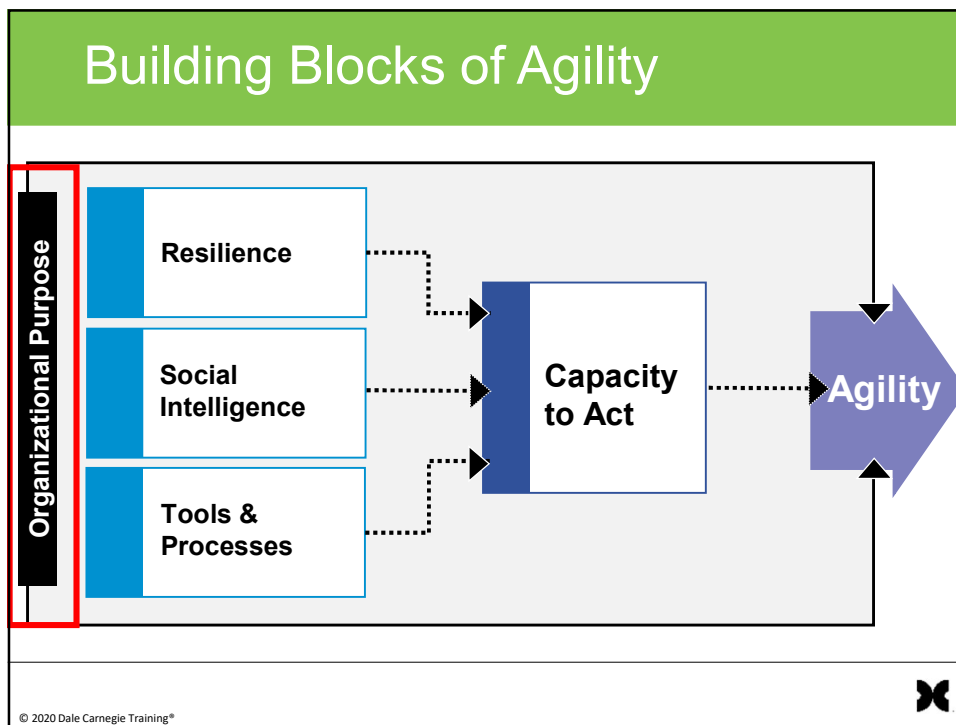
5



6



7



8

What is A Purpose?

Untuk apa organisasi kita ada


© 2020 Dale Carnegie Training®

9

A Good Purpose?

“A good organizational purpose calls for the pursuit of greatness in service of others.”

—Bryan Walker, IDEO Design Director

© 2020 Dale Carnegie Training® 

10

Why A Purpose?

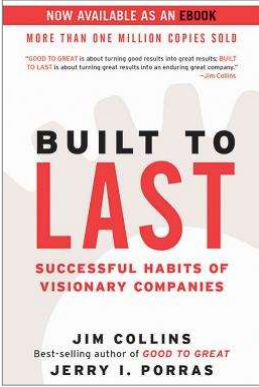


- Tracked financial performance of 18 purpose-driven companies over 10 years
- RoE 13.1% (9% higher than average S&P500 companies)
- Outperformed S&P500 by 10x


© 2020 Dale Carnegie Training® 

11

Why A Purpose?



Value and purpose driven organizations outperformed the market 15:1

© 2020 Dale Carnegie Training® 


12

Why A Purpose?


Deloitte.

Purpose driven companies have

- 30% higher levels of innovation and
- 40% higher levels of retention

© 2020 Dale Carnegie Training® 

13




Some Examples of Purpose

© 2020 Dale Carnegie Training®

14

A Clear Purpose

“To inspire and nurture the human spirit – one person, one cup, and one neighborhood at a time.”



© 2020 Dale Carnegie Training®


15

A Clear Purpose

“For all who keep the world moving.”

DAIMLER

© 2020 Dale Carnegie Training®



16

A Clear Purpose

“To power progress together with more and cleaner energy solutions.”



Shell

© 2020 Dale Carnegie Training®




17

A Clear Purpose

“To empower people to create value to the nation.”

Dale Carnegie®
Indonesia


© 2020 Dale Carnegie Training® 

18

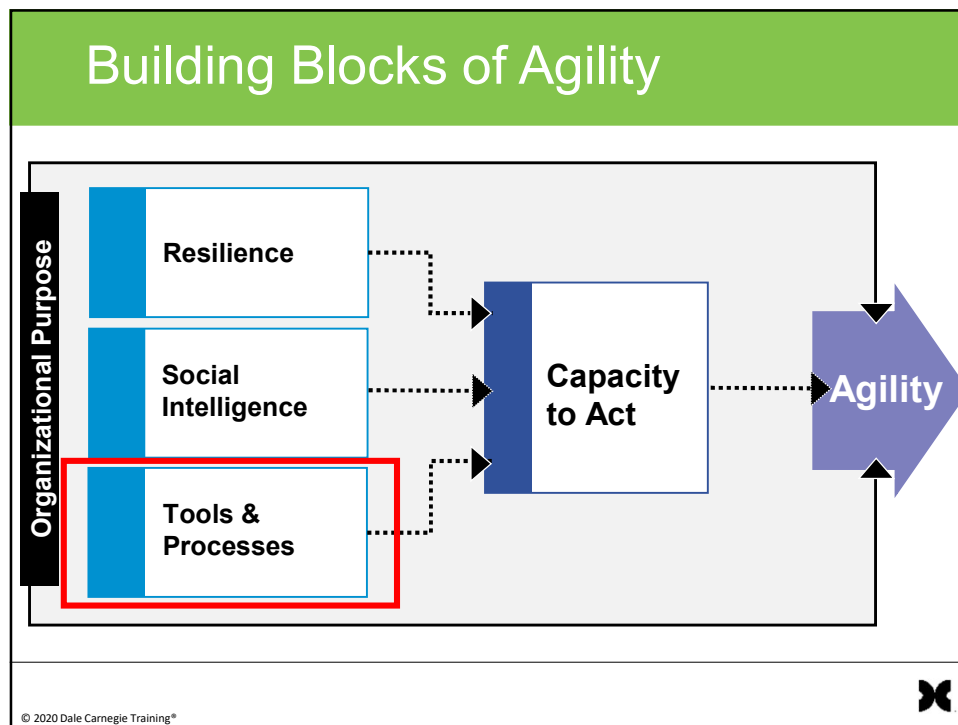
Why Does Agility Require a Clear Purpose?

PURPOSE:

1. Bantu orang memilih jalan ke arah tujuan utama
2. Berdayakan karyawan dalam menjalankan perubahan
3. Fasilitasi kolaborasi antar bagian dan kurangi konflik
4. Jadi kerangka untuk *take-and-give*
5. Bantu orang melihat makna dari apa yang dikerjakan

© 2020 Dale Carnegie Training® 

19



20

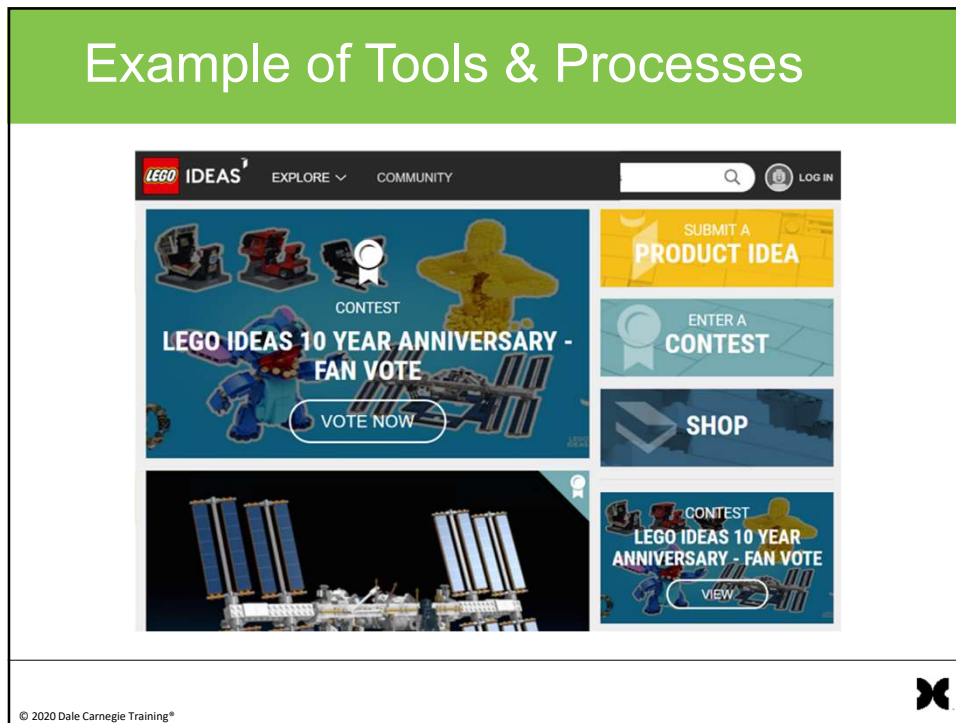
Tools & Processes

Organisasi yang Agile membutuhkannya untuk:

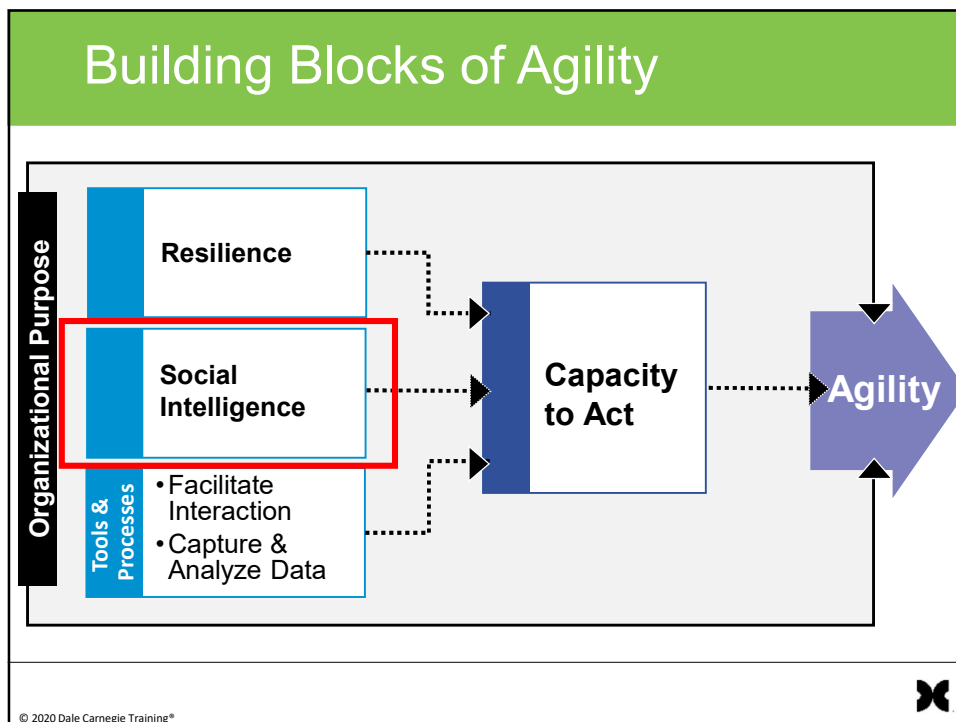
1. Memperoleh data yang berkualitas dan
2. Memfasilitasi interaksi

© 2020 Dale Carnegie Training®


21



22



23



Social Intelligence (SI)

Kemampuan untuk


- a) secara efektif menghadapi situasi-situasi sosial yang menantang;
- b) memahami kekuatiran, perasaan dan kondisi emosional orang lain; dan
- c) mengetahui apa, kapan, serta cara mengatakan sesuatu

demi membangun dan memelihara hubungan yang positif dengan orang lain.

M. Afzalur Rahim in "A Structural Equations Model of Leaders' Social Intelligence and Creative Performance" in *Creativity and Innovation Management*

© 2020 Dale Carnegie Training®

24

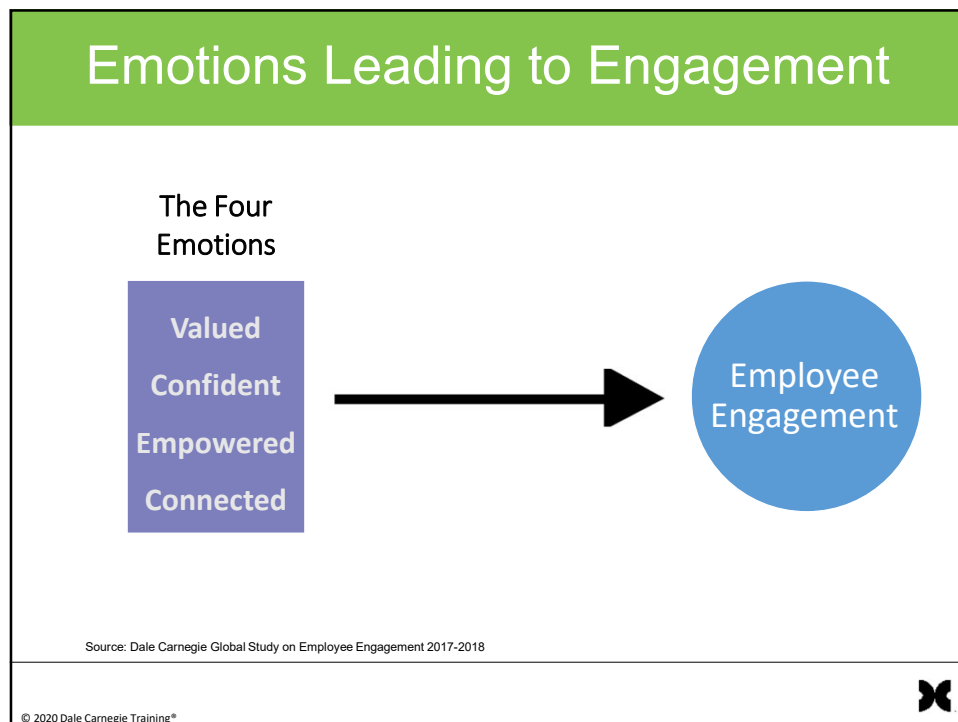


Social Intelligence


1. Trusting Relationships

© 2020 Dale Carnegie Training®

25



26

- ## Google's Project Oxygen: 2018 Evolution
- Top 10 behaviors:**
1. Is a good coach
 2. Empowers team and does not micromanage
 3. Creates an inclusive team environment, shows concern for success and well-being
 4. Is productive and results-oriented
 5. Is a good communicator — listens and shares information
 6. Supports career development and discusses performance
 7. Has a clear vision and strategy for the team
 8. Has key technical skills to help advise the team
 9. Collaborates across Google
 10. Is a strong decision maker
- 
Source: Google's re:Work "The evolution of Google's Project Oxygen"
- © 2020 Dale Carnegie Training®

27



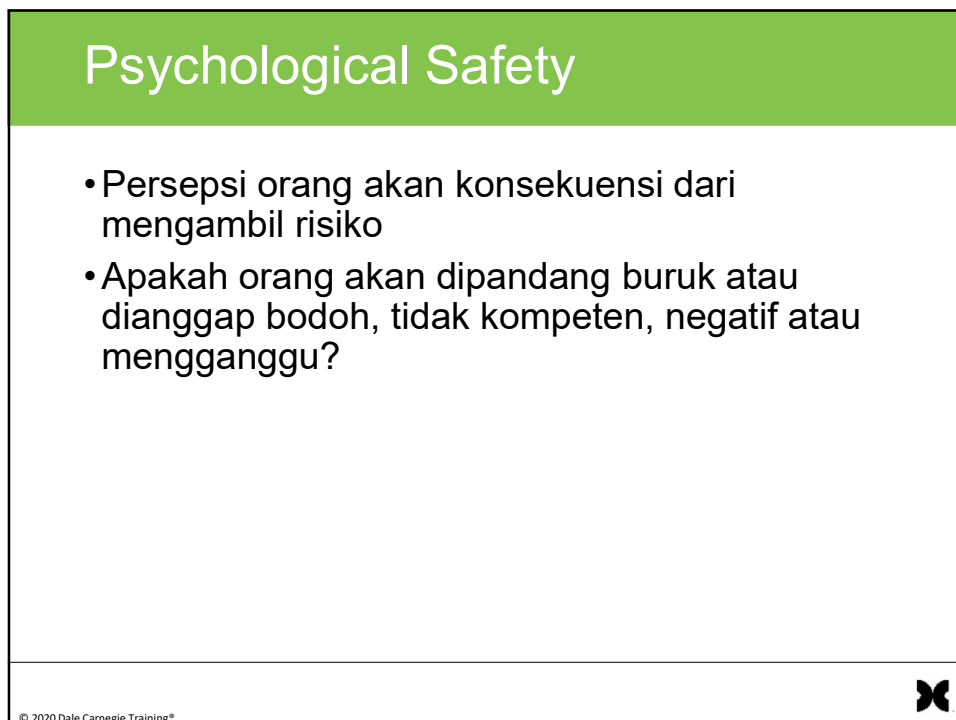


Social Intelligence

1. Trusting Relationships
2. Psychological Safety

© 2020 Dale Carnegie Training®


28



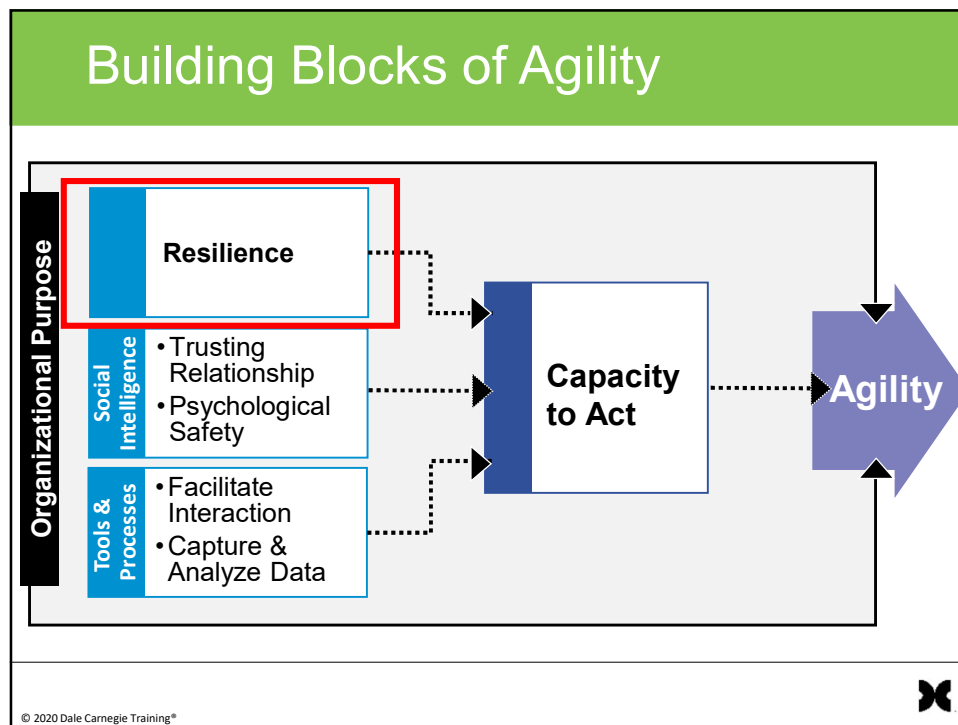
Psychological Safety

- Persepsi orang akan konsekuensi dari mengambil risiko
- Apakah orang akan dipandang buruk atau dianggap bodoh, tidak kompeten, negatif atau mengganggu?

© 2020 Dale Carnegie Training®



29



30


Resilience

Kemampuan orang untuk bangkit kembali dari pengalaman yang tidak baik.

Sikap yang positif dan rasa percaya diri mendukung pola pikir yang terbuka kepada informasi, siap untuk mencapai keberhasilan dan membuat orang lebih tahan menghadapi kesulitan.

© 2020 Dale Carnegie Training®

31



Resilience

1. Positive Attitude

© 2020 Dale Carnegie Training®


32

How Does A Positive Attitude Support Agility?

Orang yang memiliki positività dan kepercayaan diri :

- Mengharapkan dan lebih sering mendapatkan hasil yang positif
- Berpikir lebih kreatif dan inovatif
- Seringkali lebih terampil dalam menyelesaikan masalah dan mengambil keputusan
- Lebih mudah dalam menggali dukungan internal

© 2020 Dale Carnegie Training®




33

Developing Positive Attitudes Toward AI

76%	TRANSPARENCY – pemahaman yang jelas mengenai apa yang dilakukan AI
70%	TRUST – akan pimpinan organisasi
72%	TRANSITION – keyakinan orang bahwa dia dibekali keterampilan untuk beradaptasi dengan perubahan yang disebabkan oleh AI

Source: Dale Carnegie & Associates Survey 2019 % saying it is very or extremely important

© 2020 Dale Carnegie Training® 

34



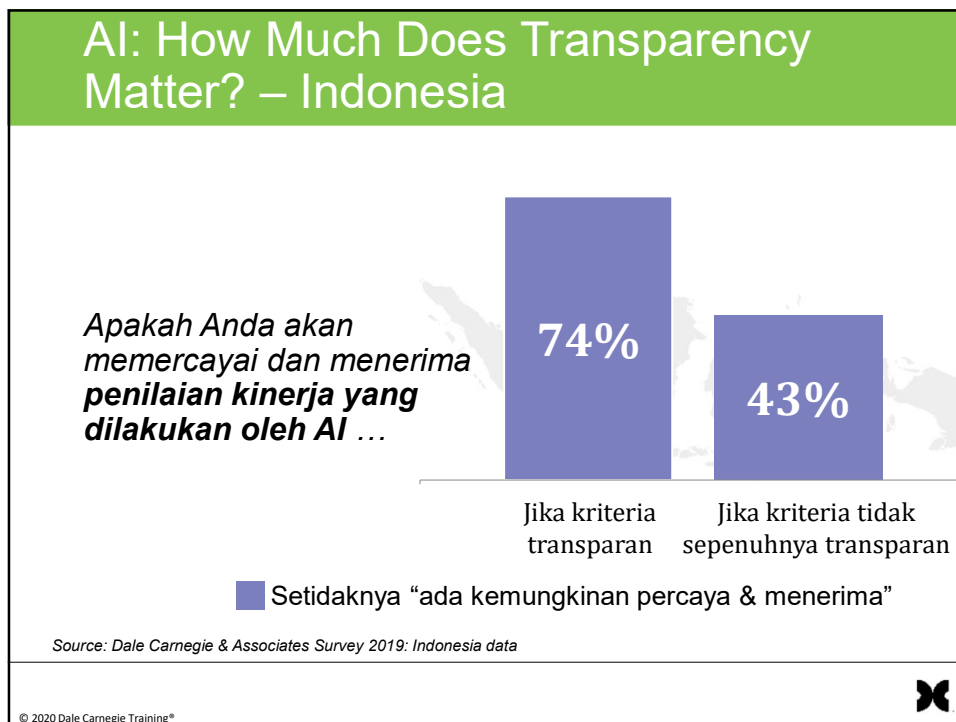
Transparency

Trust

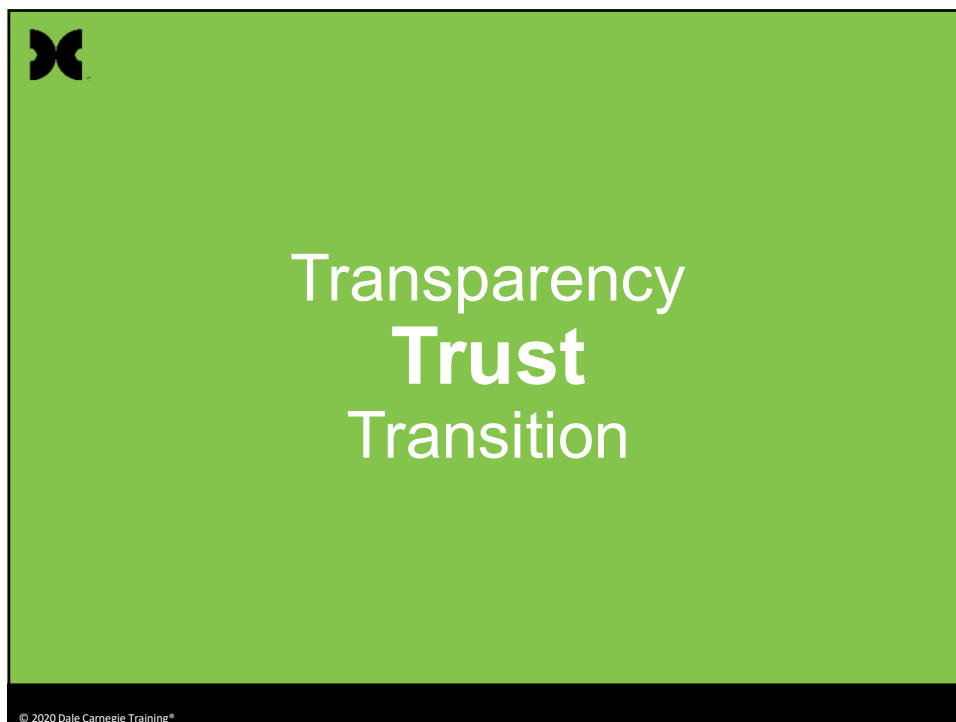
Transition

© 2020 Dale Carnegie Training®

35




36



37



38



Transparency Trust Transition

© 2020 Dale Carnegie Training®

39



40

Resilience

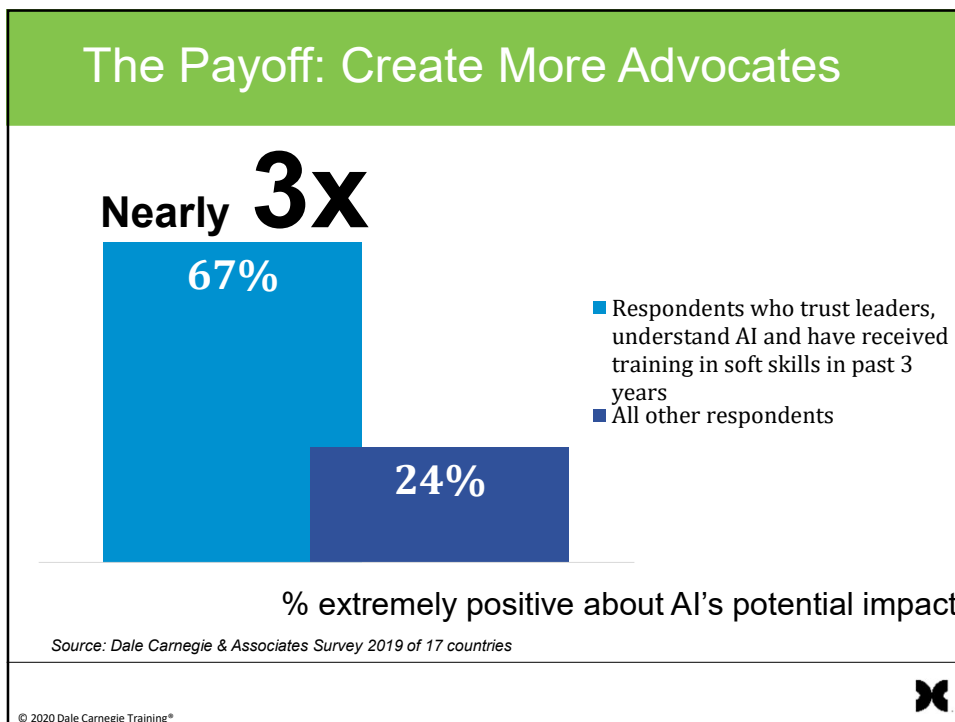
1. Positive Attitude
2. Confidence

© 2020 Dale Carnegie Training*

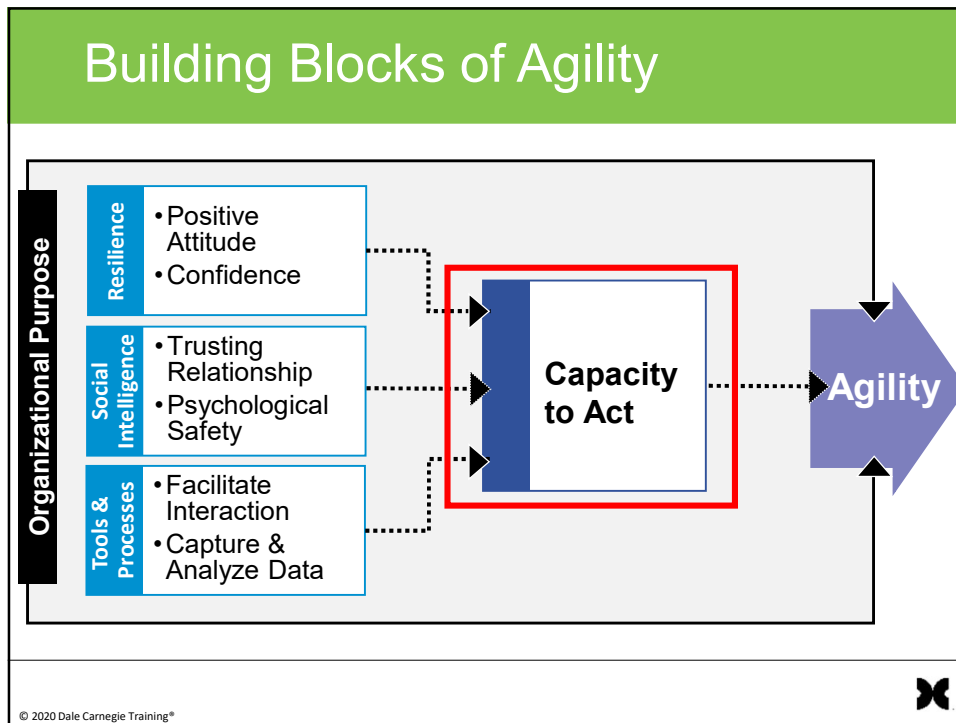
41



42



43



44

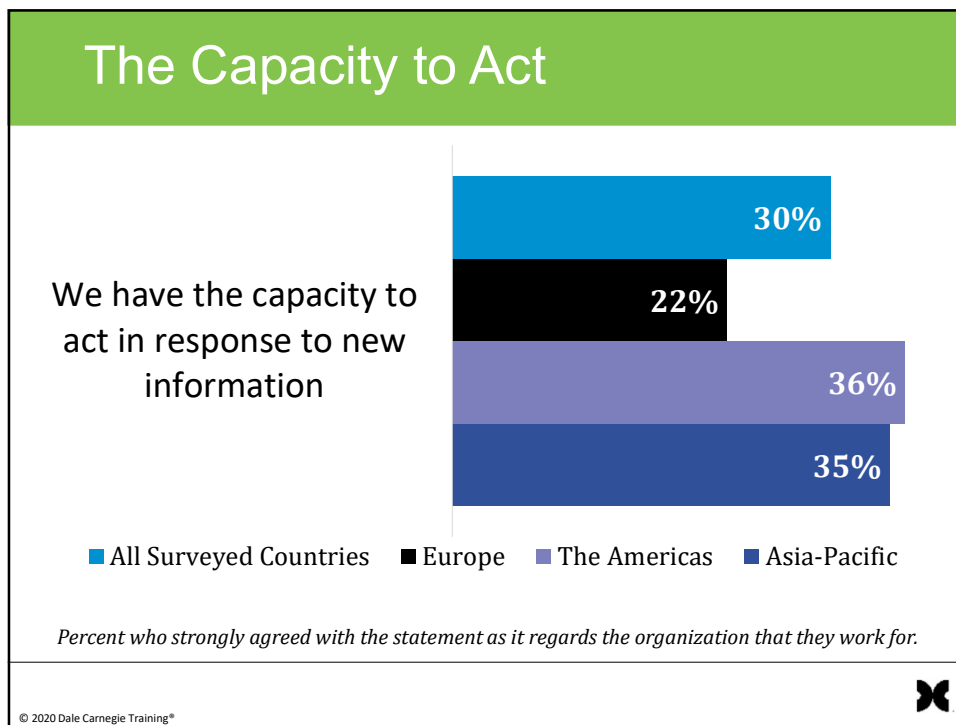
Capacity to Act

Kemampuan organisasi untuk berubah dalam menanggapi informasi baru – dan melakukannya dengan cepat.


Untuk meningkatkan kemampuan organisasi untuk bertindak membutuhkan (a) kreativitas dan kolaborasi yang mendorong inovasi, dan (b) secara efektif memimpin perubahan yang berkesinambungan.

© 2020 Dale Carnegie Training®

45



46



Capacity to Act

1. Effective Collaboration

© 2020 Dale Carnegie Training®

47


Encouraging Collaboration

Information sharing & Team Effectiveness


29% of respondents strongly agree people “are open to and share new information that may influence how we do our work”.

Source: Dale Carnegie & Associates Survey 2019

© 2020 Dale Carnegie Training®



48



Capacity to Act

1. Effective Collaboration
2. Change Management

© 2020 Dale Carnegie Training®

49

Mastering Change Management

- Merangkul customers dan karyawan sebagai agen perubahan yang dihargai.
- Mengomunikasikan perubahan.
- Menghadapi reaksi-reaksi individu terhadap perubahan.
- Melibatkan para pendukung perubahan dan mengapresiasi kemenangan/keberhasilan difase awal.

© 2020 Dale Carnegie Training®



50

Capacity to Act

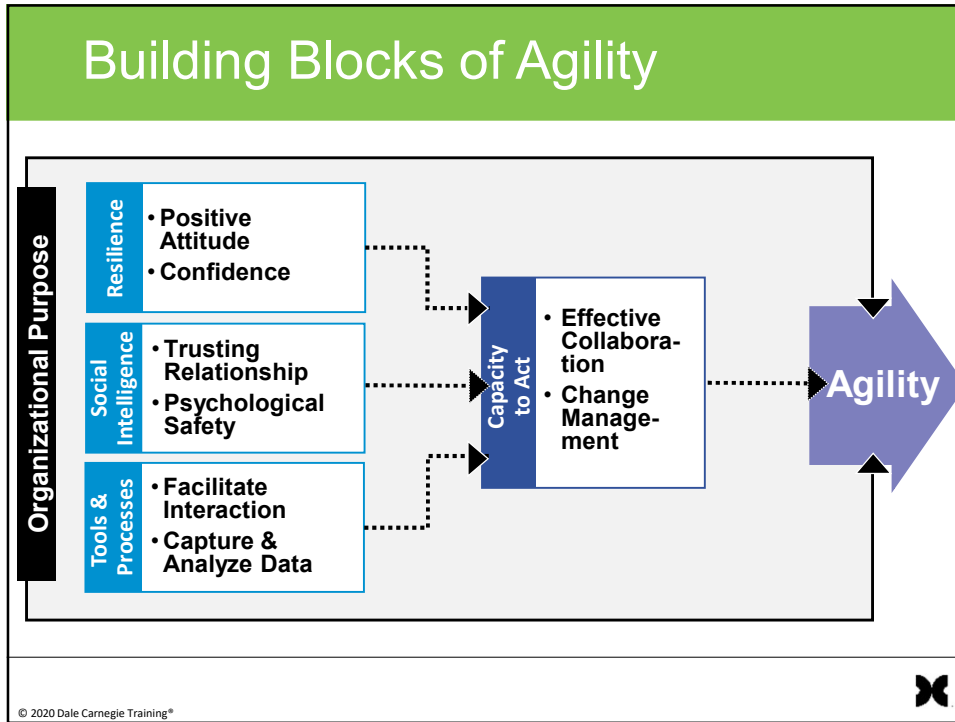
Untuk membangun *capacity to act* dari organisasi fokus pada

- Kolaborasi yang efektif:
 - Apakah tim yang saling terkait sudah efektif?
 - Apakah tim terbuka untuk berbagi informasi?
- Change management:
 - Apakah para pemimpin terampil dalam mengomunikasikan alasan dari perubahan?
 - Apakah para pemimpin terampil dalam mengelola reaksi orang terhadap perubahan?

© 2020 Dale Carnegie Training®



51



52

Mastering Change Management

“Keep your mind open to change all the time. Welcome it. Court it. It is only by examining and reexamining your opinions and ideas that you can progress.”

- Dale Carnegie

Dale Carnegie's Golden Book

© 2020 Dale Carnegie Training®

53

Dale Carnegie Training® di Indonesia

Untuk informasi tambahan atau selanjutnya mengenai pilihan program-program training lainnya, silahkan hubungi salah seorang Consultant atau Training Advisor dari Dale Carnegie Training®, atau kirim surat/fax/email ke:

Kantor-kantor Dale Carnegie Training® di Indonesia:

Head Office – Jakarta

PT Dasindo Media
Jl. Paus No. 84 A
Rawamangun
Jakarta 13220

Tel. : 021 – 489.2737

Fax : 021 – 489.6926

Surabaya Branch

PT Dasindo Media
Jl. Raya Jemursari No. 76 Kav. C5
Surabaya 60237

Tel. : 031 – 849.3300, 849.8204

Fax : 031 – 849.8250

Bandung Branch

PT Dasindo Media
Ruko Setrasari Mall
Plaza II No. A-10
Jl. Prof.Ir. Sutami
Bandung 40163

Tel.: 022 – 201.6319

Fax: 022 – 201.5840

Email: info@dalecarnegie.co.id

Kunjungi juga website kami:

<http://www.dalecarnegie.com>

Dale Carnegie Training® at a Glance

The Dale Carnegie Course®/ Fundamental Leadership Program

A training process that improves company profitability by improving employee performance. Interactive sessions elicit full participation in the learning process through practice and group discussion. As people experience breakthrough training in "real life" situations, self-confidence and productivity increase. Can be tailored for groups interested in becoming more productive teams.

Leadership Training for Managers

A highly concentrated seminar that focuses on primary management functions and communication skills development. Enhances leadership ability, including motivating, fostering cooperation, and building teamwork. Encourages short-term and long-term planning and goal-setting.

The Leadership Advantage for Executives

A comprehensive, three-day training process that applies time-tested leadership principles to today's business environment. Participants learn how to identify leadership skills in themselves and others, how to drive out fear and build trust, and how to handle mistakes and criticism. Informative course materials include a copy of *The Leadership Mastery*, the latest book from Dale Carnegie & Associates, Inc.

Dale Carnegie® Sales Training: Winning with Relationship Selling

A cutting-edge program that trains sales professionals to build relationships that open more doors and close more sales. Participants learn concrete, practical selling techniques that help them establish rapport and create solutions. Dale Carnegie® Sales Training focuses on consultative selling and examines the steps to sell customers based upon listening to what they need instead of what you sell. This program's proven method is tailorable and can be applied to any field.

High Impact Presentations

Intensive training that concentrates on developing presentation skills. Participants learn methods for planning and delivering effective presentations, as well as how to respond to questions from audiences, the media, and in impromptu situations. Each participant is videotaped and receives personal coaching.

World Class Customer Service

This program allows you to deliver superior service that not only satisfies customers but transforms them into business partners. We equip your employees with the ability to perform their role of winning and retaining customers, to figure out customer priorities and apply tested strategies to foster enduring relationships.

High Performance Teams

This program turns talented individual players into high performing team members. We offer business people the techniques to implement critical team processes, such as defining shared goals and clarifying individual responsibilities.

Customized Corporate Solutions

Training customized for the specific requirements of an organization. All programs include a comprehensive assessment of company needs, interviews with personnel at all levels, and an analysis of corporate mission statements. Fast-paced training sessions hone communication skills, build teamwork, and encourage better time and stress management. Post-training reviews and evaluations help ensure long-term effectiveness.

Dale Carnegie Training® is available worldwide in over 75 countries. To find your local Licensed Training Consultant, call **021-489.2737** or by fax **021-489.6926**. Visit us on the Internet at:

<http://www.dalecarnegie.com>