



BE INSPIRED GOOD TO GREAT

PUSH HARDER than yesterday,
If you want a **DIFFERENT TOMORROW.**



MODULE

01 EMBRACING CHANGE

- Why change
- Types of change
- Benefit of change

02 INDUSTRY REVOLUTION 4.0

- Introduction to IR 4.0
- Impact to employees & business
- Compete, Dominate or Terminated

03 ASSET OR LIABILITY

- How important are you to your organization
- Difference between asset of liability
- Moving from liability to becoming an asset

04 INTERNAL CUSTOMER SATISFACTION

- Who are internal customers
- Types of internal customers
- Impact of internal customer satisfaction

05 MANAGING DIFFICULT INTERNAL CUSTOMER

- What cause them to be difficult
- Impact to workplace
- Impact to organization

06 GOOD OR GREAT

- How do you rate me
- Do I meet the expectation
- Stay calm and do something

07 IDENTIFY YOUR SABOTEUR

- How perceptions are formed
- Conscious and subconscious habits that sabotage you
- Managing perception and be likable instantly

08 BEING CHARISMATIC

- 8 traits of a charismatic person
- Instantly connect to anyone
- Be the person they look up to

