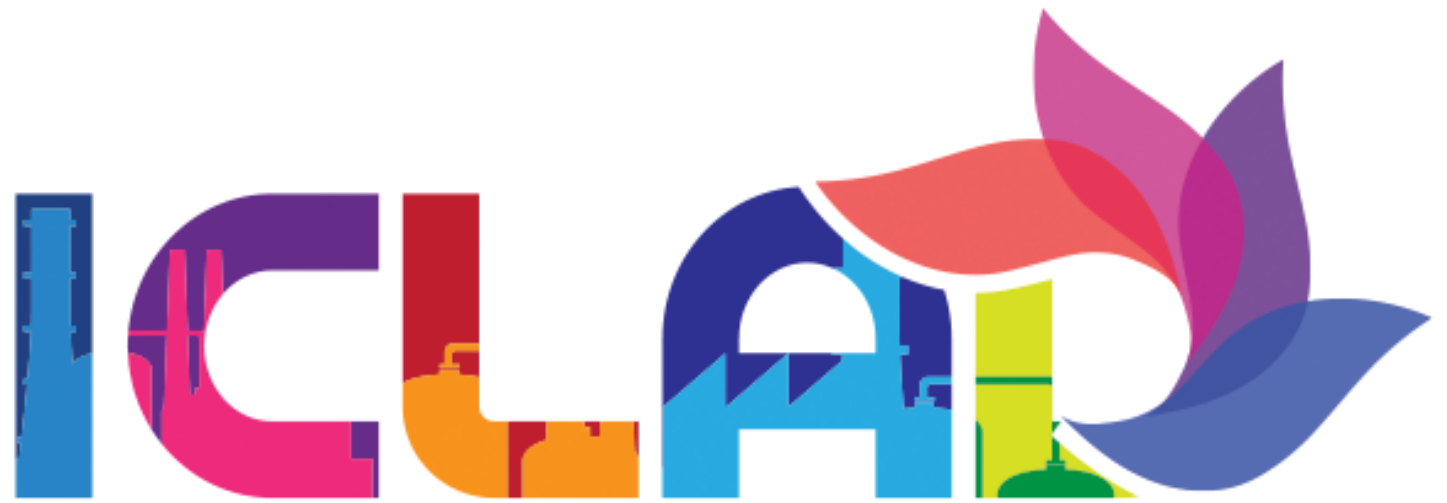


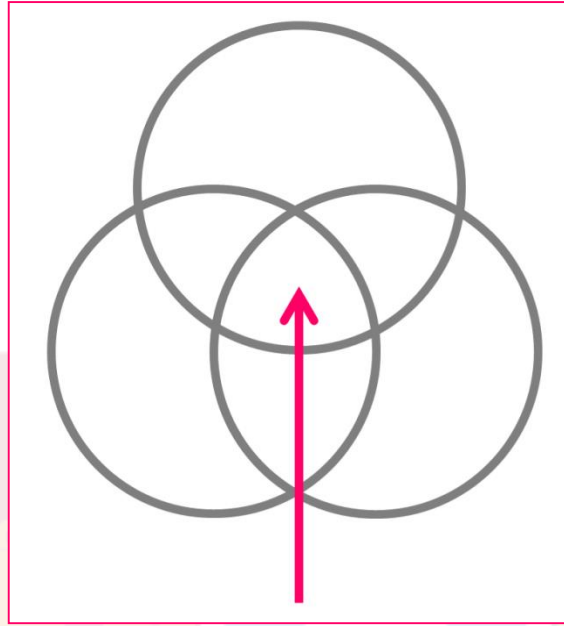


Consultation of Culture of Champions (CCC)

Mior Azli Mior Md Isa



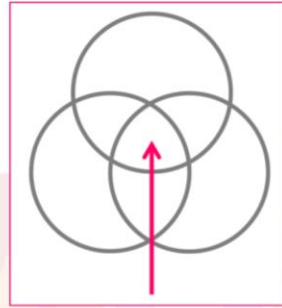
**REIMAGING LEARNING & DEVELOPMENT
TOWARD INDUSTRY REVOLUTION 4.0** **2018**



Customer's Needs
(Ever-changing + Pressing)



Are Organizations Prepared?



Customer's Needs
(Ever-changing + Pressing)



Are Organizations Prepared?

Are organizations ready
to take up the challenge?



Optimize Human Resource with
effectiveness & efficient!



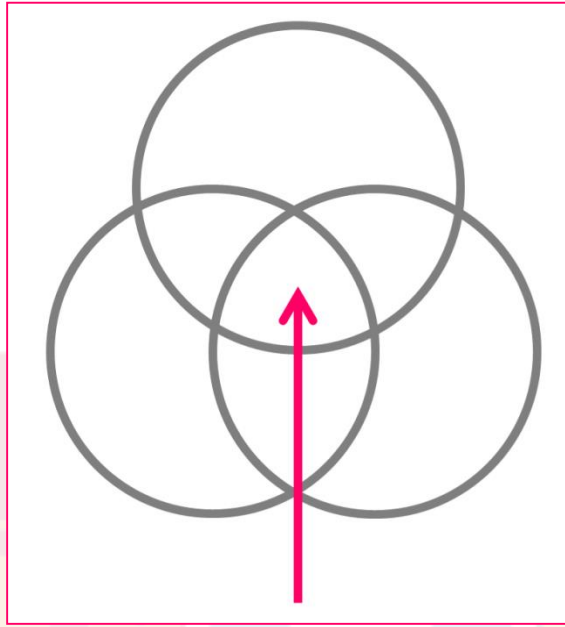
Fail to optimize human resource!



Fail to fulfill customers' needs!

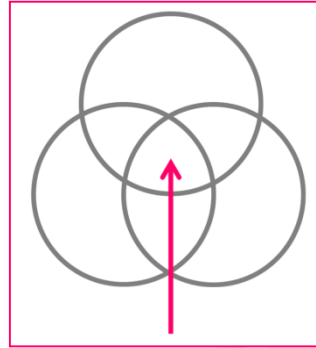


Failed organization!



How to optimize Human Resource?

**The workforce must be able to ANSWER & ACT
in response to these questions...**

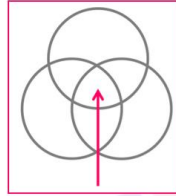


Are your customers **willing to pay** for your services as the rate you want?

Are you **able to deliver** the services that you promised, continuously?

Who are the people that are **satisfied** with your service?

Can your customers **trust** you?



Are your customers **willing to pay** for your services
as the rate you want?

Are you **able to deliver** the services that you promised,
continuously?

Who are the people that are **satisfied** with your service?

Can your customers **trust** you?

**The workforce will be able to answer
these 4 Questions when they have a ...**



Private Equity Mindset **and not** **Operational Mindset**

Operational Mindset

Activities
Resources
Budget/Cost*



Private Equity Mindset

Product/Service
Customers
Value Proposed
Channel of Communication
Customer Relationships

Revenue
Activities
Resources
Budget/Cost
Networking*

REIMAGING LEARNING & DEVELOPMENT
TOWARD INDUSTRY REVOLUTION 4.0



The integration of
Private Equity Mindset
in the workforce can be done
through...

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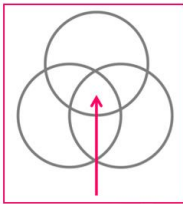


Business Model Canvas (BMC)

REIMAGING LEARNING & DEVELOPMENT
TOWARD INDUSTRY REVOLUTION 4.0 2018

Powerful Strategy

Product/Services/Task:		Design For:		Design by:		Date:		Ver:'	
8. Key Partners		7. Key Activities		2. Value Proposition		4. Customer Relationship		1. Customer Segment	
Who will help you achieve your KA and KR?		What must you do to build your 'CS, VP, CH, CR, R\$, KR, KP & C\$'?		<p>How do you assist your customer with their problems?</p> <p>What is the edge that you can offer to your customer compared to your competitor?</p>		<p>How will you become memorable to your customers?</p> <p>(Emotional Matters)</p>		Who is your customer?	
		6. Key Resources		<p>Within Cost</p> <p>Within Time</p> <p>Within Quality</p> <p>Within Safety</p> <p>Within Environment</p> <p><u>Reality Check:</u> This is what the customer wants and they don't care what you do!</p>		<p>3. Channel</p> <p>How do you communicate with your customer?</p> <ul style="list-style-type: none"> - How do they AWARE? - How do they EVALUATE? - How do they BUY? - How will you DELIVER? - How will you FOLLOWTHRU? <p>(Logical Matters)</p>			
9. Cost Structure				5. Revenue Stream					
How much capital do you need? (Total Cost KR + KA) (Budget)				<p>What is your source of revenue? (Tangible/Intangible) (KPIs)</p>					
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Are your customers **willing to pay** for your services as the rate you want?

Are you **able to deliver** the services that you promised, continuously?

Who are the people that are **satisfied** with your service?

Can your customers **trust** you?

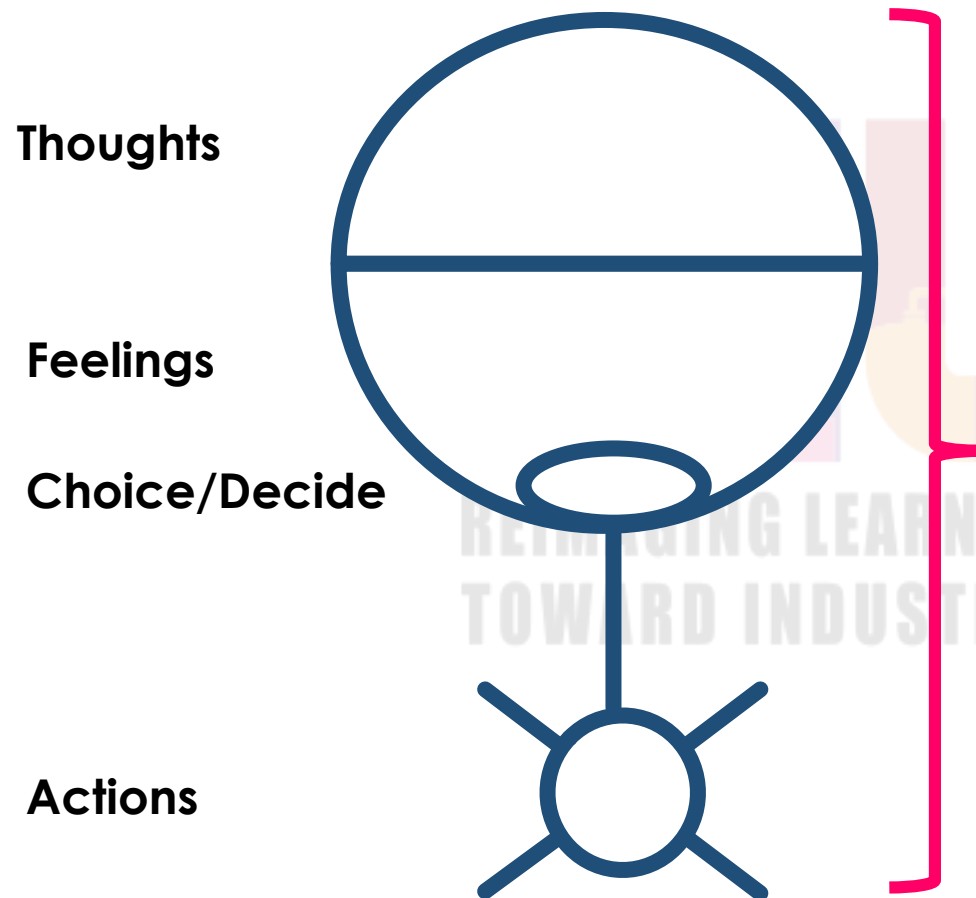
Product/Services/Task:		Design For:		Design by:		Date:		Ver:'	
8. Key Partners		7. Key Activities		2. Value Proposition		4. Customer Relationship		1. Customer Segment	
Who will help you achieve your KA and KR?		What must you do to build your 'CS, VP, CH, CR, R\$, KR, KP & C\$'?		How do you assist your customer with their problems? What is the edge that you can offer to your customer compared to your competitor?		How will you become memorable to your customers? (Emotional Matters)		Who is your customer?	
		6. Key Resources		Within Cost Within Time Within Quality Within Safety Within Environment		3. Channel			
		What resources do you need to achieve your 'CS, VP, CH, CR, R\$, KP & C\$'?		<u>Reality Check:</u> This is what the customer wants and they don't care what you do!		How do you communicate with your customer? - How do they AWARE? - How do they EVALUATE? - How do they BUY? - How will you DELIVER? - How will you FOLLOWTHRU?			
						(Logical Matters)			
9. Cost Structure				5. Revenue Stream					
How much capital do you need? (Total Cost KR + KA) (Budget)				What is your source of revenue? (Tangible/Intangible) (KPIs)					
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**In the completion of BMC,
problems often arise in the
individual/teams;
relating to the mindset.**



How to overcome the Self's mindset



Powerful Self

Understanding the Self

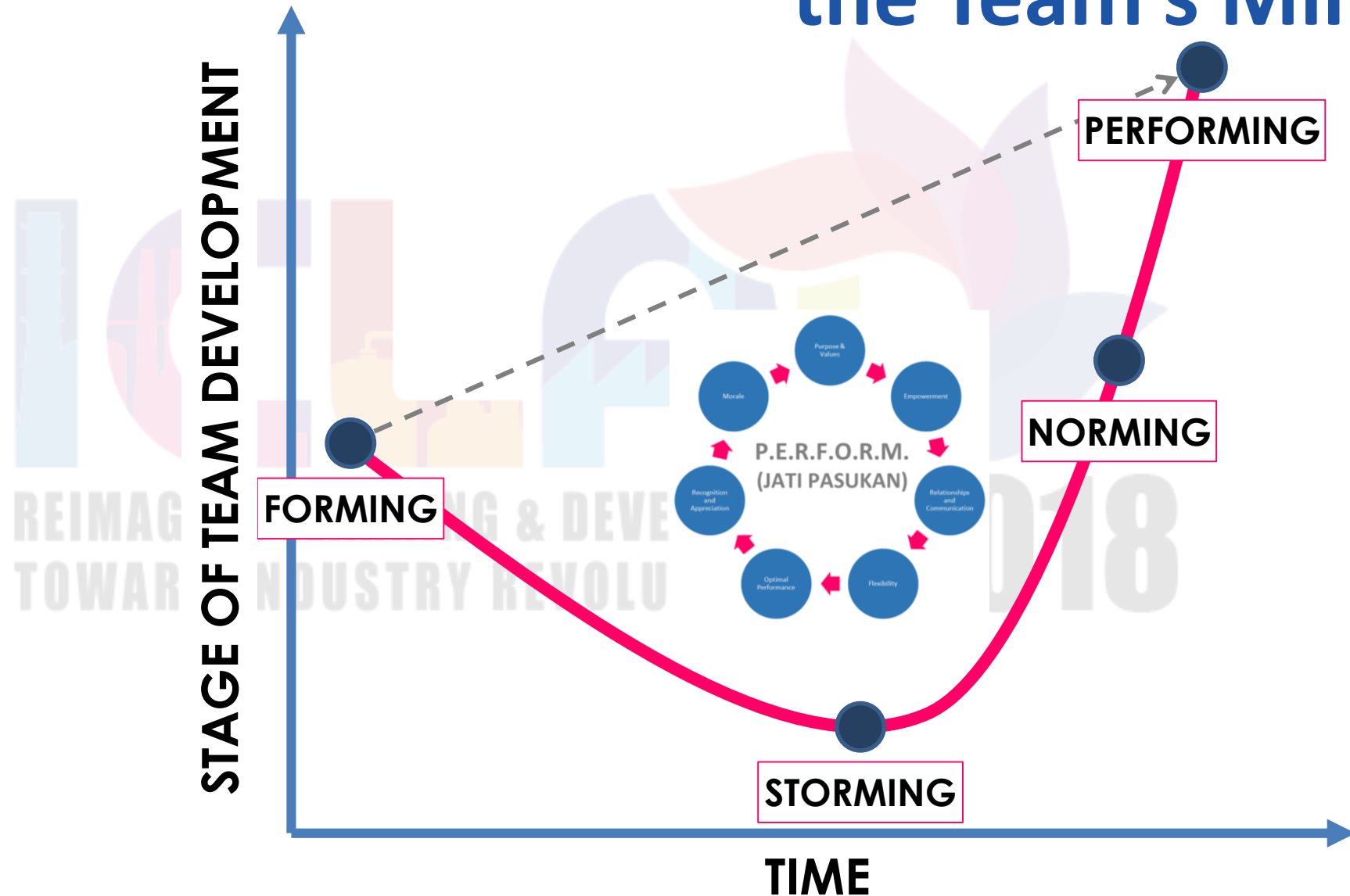
Understanding how Self operates

Build the Self's 'Packaging Expertise'

How to overcome the Team's Mindset



How to overcome the Team's Mindset



Powerful Strategy

Product/Services/Task:	Design For:	Design by:	Date:	Ver.:
8. Key Partners Who will help you achieve your KA and KR?	7. Key Activities What must you do to build your 'CS, VP, CH, CR, R\$, KR, KP & C\$'? 6. Key Resources What resources do you need to achieve your 'CS, VP, CH, CR, R\$, KP & C\$'?	2. Value Proposition How do you assist your customer with their problems? What is the edge that you can offer to your customer compared to your competitor? Within Cost Within Time Within Quality Within Safety Within Environment <u>Reality Check:</u> This is what the customer wants and they don't care what you do!	4. Customer Relationship How will you become memorable to your customers? (Emotional Matters) 3. Channel How do you communicate with your customer? - How do they AWARE? - How do they EVALUATE? - How do they BUY? - How will you DELIVER? - How will you FOLLOWTHRU? (Logical Matters)	1. Customer Segment Who is your customer?
9. Cost Structure How much capital do you need? (Total Cost KR + KA) (Budget)		5. Revenue Stream What is your source of revenue? (Tangible/Intangible) (KPIs)		

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Powerful Self

Understanding the Self

Understanding how Self operates

Build the Self's 'Packaging Expertise'



CONSULTATION OF CULTURE OF CHAMPIONS (CCC)





CONSULTATION OF CULTURE OF CHAMPIONS (CCC)

(1)
PLAN

Discussion with organizational leaders on their organizational goals, challenges they face and how CCC can assist their organizations.

(2)
DO

Implementation of 3 Interventions of CCC; to develop their understanding in building Culture of Champions in their organizations.

Intervention of Culture of Champions 1



Creating Powerful Strategy

Creating Powerful Strategy

+

Intervention of Culture of Champions 2



Creating Powerful Self

Creating Powerful Self

+

Intervention of Culture of Champions 3



Creating Powerful Team

Creating Powerful Team

(3)
CHECK

Coaching: Assimilate the ideas of CC 1, CC 2 and CC 3 in their duties; to achieve goals and overcome challenges in their organizations.

(4)
ACTION

Coaching: Identify the gaps in Results achieved and plan for improvements to achieve their goals and overcome challenges.



RESULTS & FINDINGS



The Journey of TNBD Rawang

These interventions would not have been successful if it was not for the active participation from TNBD Rawang. The identified active participation are as follows:

- 1) A committed involvement from the management team at all levels of intervention.
- 2) The management team ensures the application of knowledge gained from the intervention programs; committed to realize the vision of making TNBD Rawang as the 'Center of Excellence'.
- 3) The upper management was ready to receive and listen to all challenges faced by TNBD Rawang's workforce.
- 4) Unlimited support for the TNBD Rawang vision from all levels of the workforce.
- 5) The sense of humbleness in acquiring knowledge during interventions and grit displayed by executives and 'informal leaders' of TNBD Rawang in leading this intervention so that the organization can achieve its vision.

CONCLUSION

The success of CCC is dependent on the leader's stamina in leading and monitoring the application of CCC amongst his employees. Its success is also dependent on the commitment of its taskforce in coaching their team members in achieving their goals. If executed successfully, the leader will be able to bring his employees to another level of improvement; with the optimum use of energy, cost and time.

Thank
You

