

**TCI** TOP COACH  
INDONESIA

# **COACHING:** **CARA TERMURAH** **MERUBAH PERILAKU** **KARYAWAN**

TOM MC IFLE

YOU NEED A COACH



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**Thanking You for.....**

**TIME**  
It's the raw material of  
your success  
With TIME everything is possible,  
without it nothing is possible

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## Tom MC Ifle

*Founder*

**Coach 1000 Pengusaha.**

**Award Winning Coach**

**25.000 Hours of Coaching**

**Black Belt Six Sigma**

Mantan Head of Division Retail Business Development (Vice President) sebuah biro perjalanan terbesar di Indonesia. Tom sendiri mulai memberikan pelatihan secara profesional sejak tahun 1999.

Telah membantu banyak pengusaha dari berbagai industri, mulai dari bidang Retail, Shopping Center, Architect & Design Firm, Contractor, Service Provider, Tax Consultant, Financial Consultant, Property Agent, Industrial Parts Manufacturer, Sales Distributor, School/ Education Centre, Filter Manufacturing, Public Speaker, Telco, IT Consultant, Spa, Bakery, Electronic Trading, Travel Agency, hingga

**Visi**

**Misi**

**Dream**

Menciptakan satu juta milyarder di Indonesia

Membuka potensi, menerapkan ilmu dan terapi dengan cara coaching, presenting, dan hypnotherapy agar setiap orang menikmati kelimpahan dengan fun, exciting dan saling mendukung

Menciptakan satu juta milyarder di Indonesia dengan menggunakan tehnik re-edukasi bisnis melalui seminar, workshop, DVD, CD audio, online video coaching, phone coaching, coaching visit, team training.

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# Statistik UKM

# 96%

Gagal sebelum  
10 tahun

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## ENTREPRENEUR

# UANG VS WAKTU

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## Apakah Team Anda Mengalami

1. Banyak orang tapi tidak produktif
2. Punya manager tapi tidak tahu fungsi manager
3. Kerja keras tidak ada hasil
4. Penjualan Turun terus
5. Mentok dengan ide pengembangan
6. Team mulai masa bodoh
7. Bingung mau mulai dari mana



## TCI TOP COACH INDONESIA Executive Research

The survey found the senior-level executives' top five management behavioral problems (or, problems with how they manage people) are:

- Poor communications skills - both written and verbal, (41% of survey respondents selected as the main, top-level management problem in their organizations)
- Failure to fully develop subordinates - chosen by 32% of human resource managers
- Rigid and inflexible management behavior - (29%)
- Indecisive and/or nonassertive management behavior - (20%)
- Not being team players - (18%)



## TCI TOP COACH INDONESIA TOP COACH INDONESIA

### PROGRAM POPULER

- **PRIVATE COACHING:** untuk perusahaan yang ingin mengaplikasikan TOTAL TRANSFORMASI
- **GROUP COACHING:** untuk perusahaan yang ingin MEMBANGUN SISTEMASI

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”

The harder you work, the luckier you'll get!

- Leon Chaudhari

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## 10 Keluhan Karyawan

- Konflik antar rekan kerja atau atasan
- Target tidak masuk akal kerja
- Jabatan dan job description tidak nyambung
- Aturan cuti yang tidak jelas
- Jenjang karir tidak ada
- Work life balance
- Permasalahan pribadi dibawa ke pekerjaan
- Pilih kasih
- Perhitungan bonus tidak transparan
- Pemberian untuk karyawan senior



## Harapan Pengusaha

*Memiliki karyawan yang produktif agar  
bisa memberikan reward setinggi-tingginya*

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## 4 GREAT EMPLOYEE TRAP!

HARVARD BUSINESS REVIEW. by [Richard E. Clark](#) and [Bror Saxberg](#)

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## **Trap 1, Values Mismatch: / *don't care enough to do this.***

Solusinya adalah value alignment, menciptakan business blueprint bersama

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## **Trap 2, Lack of Self- Efficacy: *I don't think I'm able to do this.***

Membangun kesuksesan kecil yang menghasilkan kepercayaan bahwa "saya bisa"

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## **Trap 3, Disruptive Emotions: *I'm too upset to do this***

Mengalihkan focus kepada emosi yang sehat

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## **Trap 4, Attribution Errors: / *don't know what went wrong with this.***

Membangun problem solving culture

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# SOLUSINYA? COACHING CULTURE

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## MENGAPA COACHING

by Susan M. Heathfield. Training & Development World

- Coaching dapat dilakukan oleh siapa saja dengan keterampilan konten yang dibutuhkan, dan menggunakan sumber daya organisasi yang ada.
- Coaching memungkinkan PEMBELAJARAN TEPAT WAKTU, artinya karyawan dapat mencari apa yang mereka butuhkan dari sumber daya yang ada.
- Coaching tidak memiliki biaya yang besar, biaya pelatih, dan sebagainya.
- Coaching dapat diberikan dalam dosis kecil, bukan berjam-jam.
- Satu hal yang bisa diberikan oleh Coaching, yang tidak bisa didapat dalam training: Pembinaan, di sisi lain, dapat memiliki efek yang lebih berkelanjutan dalam mengubah budaya organisasi yang mendasar.

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## BASIC TECHNIQUE

# SOLUTION FOCUSED VS PROBLEM FOCUSED

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## APA MASALAHNYA?

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# APA YANG KITA INGINKAN?

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# APA YANG HARUS DIPERBAIKI?

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# APA YANG SUDAH BAGUS DAN KITA HARUS LANJUTKAN?

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## Mengapa Executive Coaching – Fortune 500 Journal

**Among the benefits to organizations providing coaching to executives were improvements in:**

- productivity (reported by 53% of executives)
- quality (48%)
- organizational strength (48%)
- customer service (39%)
- reducing customer complaints (34%)
- retaining executives who received coaching (32%)
- cost reductions (23%)
- bottom-line profitability and budget control (22%)

**Among the benefits to executives who received coaching were improved:**

- working relationships with direct reports (reported by 77% of executives)
- working relationships with immediate supervisors (71%)
- teamwork (67%)
- working relationships with peers (63%)
- job satisfaction (61%)
- conflict reduction (52%)
- organizational commitment (44%)
- working relationships with clients (37%)

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## MY COACH



JOHN MATTONE

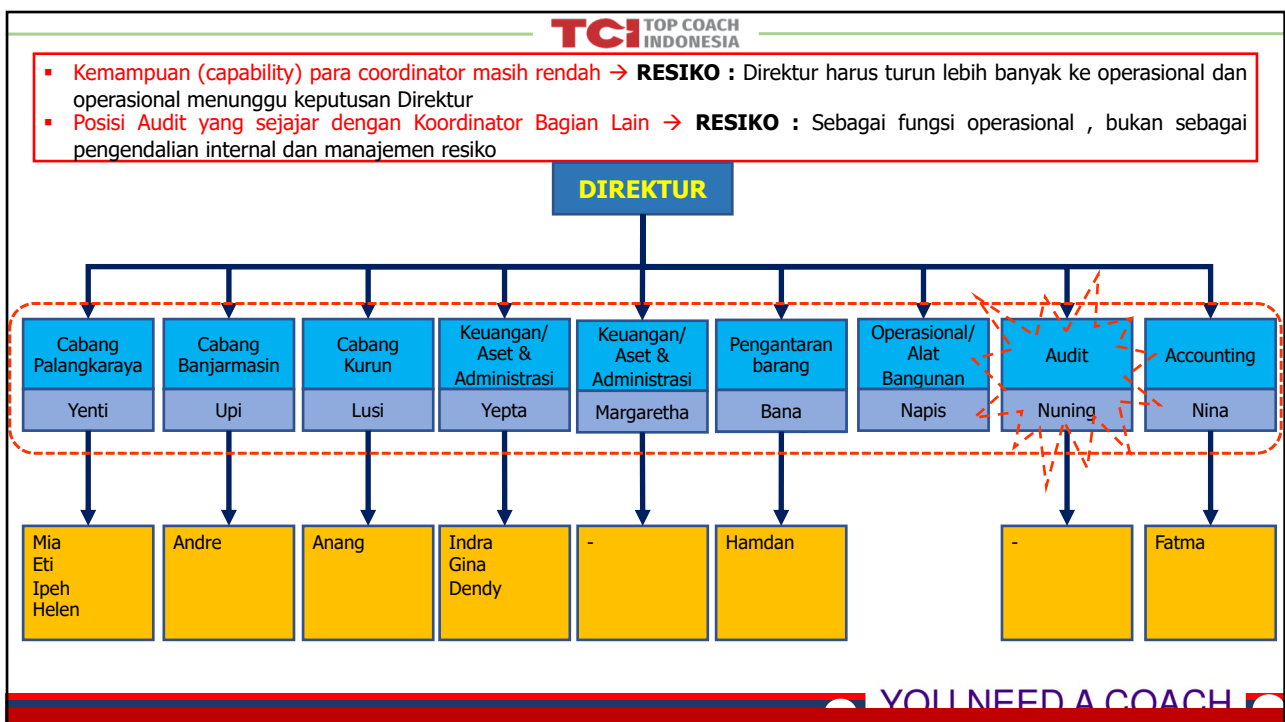
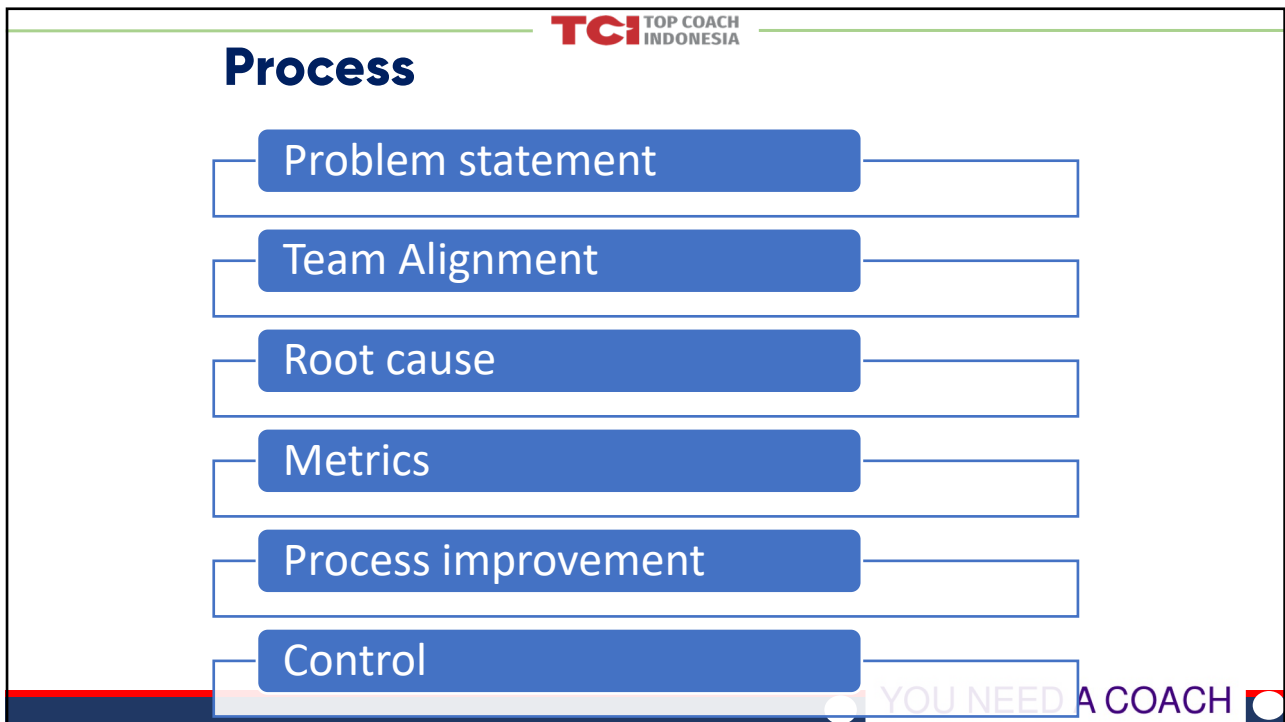
**John Mattone** is considered to be the world's #1 Authority on Leadership, he coached **Steve Jobs** amongst many other global leaders.

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**Apa yang paling penting dalam bisnis saat ini?**

# PROBLEM SOLVING!

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**Indikator Bisnis terkait dengan Pengelolaan Operasional: Aspek Inventory yang Tinggi dan Cash Conversion Cycle yang Panjang → Cash yang Sangat Ketat**

Key Numbers	Component	30-Nov-2019
	Sales	3.064.723.068
	Net Income	250.000.000
	Cash Position	726.670.164
	Book Value	8.491.745.357
<b>Cost Structure</b>		
	SG&A / Sales	12,7%
	COGS / Sales	72,3%
	R&D / Sales	0,0%
<b>Liquidity</b>		
	Current Ratio	26,5
	Quick Ratio	3,8
<b>Debt Management</b>		
	Debt Ratio	0,04
	D/E	0,04
<b>Asset Management</b>		
	AR Turnover	0,15
	Inventory Turns	0,30
	AP Turnover	0,14
	Asset Turnover	0,36
	Return on Assets	2,9%
	AR Days	194,2
	Inventory Days	98,7
	AP Days	207,7
	Cash Conversion Cycle	85,26

Profitability		
	Gross Margin	27,7%
	Operating Margin	15,0%
	Profit Margin	8,2%
	Cash Margin	100,0%
	Return on Equity	3,1%

Hari inventory yang mencapai 194 hari (6,3 bulan)

Cash Conversion Cycle yang mencapai 85 hari (2,8 bulan)

Dengan HPP per hari 2019 di angka Rp 73.842.564,-  
Maka **Cash Gap 2019** yang akan mencapai:

= Rp 73.842.564,- x 85 hari  
= **Rp. 6.276.617.909,-**

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NO	JOBDESK
1	Order barang ke Suplier
2	Memonitor operasional toko dan gudang
3	Cek dan koordinasi project terkait aplikator
4	Peluang customer baru
5	Maintain sosial media
6	Urusan perbankan

NO	AKTIVITAS	MENIT	FREKUENSI	PERIODE	TOTAL
1	urus orderan	30	1	hari	30
2	meeting tim	60	0,1	bulan	6
3	Buat planning	60	1	hari	60
4	terima konsultasi dan koordinasi tim termasuk masalah operasional tim	120	1	hari	120
5	koordinasi supplier	60	1	hari	60
6	urusan pekerjaan non retail (project & kontraktor)	60	1	hari	60
7	Ketemu customer dan lain2	60	0,3	bulan	20
8	Maintain Medsos	30	1,0	hari	30
<b>TOTAL</b>					<b>386</b>
<b>WAKTU /HARI</b>					<b>420</b>
<b>FTE</b>					<b>0,92</b>

**Beban Kerja Underload → Tantangan owner adalah sering menyelesaikan masalah/ problem yang tidak dapat di selesaikan oleh tim. Kecenderungan operasional tertunda.**

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## GAP Analysis

**Difference Between Where You Are Today and Where You Want to Be.**

**Gap Analysis**

- Customers
- Finances
- Market share
- Team
- Systems
- Personal
- etc.

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## VISION

To Create 1 Million Billionaires through business re-education and to give every Indonesia business owner the chance to have a business with world class standard.

- To serve our clients by constantly adapting coaching services so that clients' needs are effectively met in a constantly changing marketplace.
- To strive for superior performance in our communications, standards, processes, leadership, planning, coaching and execution.

We will provide you with the tools, and resources, you need to create world class business.

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## VALUES

**1**

**GROWTH**  
We value our business systems; they allow us to grow our business effortlessly.

**2**

**LEADERSHIP**  
We value our people to go extra-miles, enjoy what we do with synergy for the best results

**3**

**CONTRIBUTION**  
We value our customers to make our work experience worthwhile and help us contribute to the welfare of society

**4**

**INTEGRITY**  
We value integrity, truth and potential to be authentic and to shine as we help other people to grow

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## WHY US

**1**

**CLEAR PROCESS**

We will walk you through a clear step by step process, define your core challenges, see where you're starting from, and where you want to go. You will learn new skills and behaviors, and to put these into action.

**2**

**MORE THAN A POINT OF VIEW**

We will gather feedback about you so that you have clear picture of how your customers, employees, and process see you objectively. This allow you to choose the right strategy using the right tools to improve your business that gives greatest impact.

**3**

**REAL SKILLS**

We are business coach as well as business owners who has been there done that in various industry. We know our real experience will support you in real life challenge. We have helped business owners improve their leadership, management, team building and or business operating capabilities.

**4**

**TRUSTWORTHY**

We have clear agreements about confidentiality upfront, and we keep those agreements. We will become your confidante.

**5**

**QUICK WINS**

Eventually effective coaching enables clients to be better at your jobs, and to create the future they want for you and your family. We will help you get clear about your goals, actions, learn new skills, and strategy executions to achieve results quickly.


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## BENEFIT OF USING COACH

Professional coaching brings many wonderful benefits:

- fresh perspectives on personal challenges, enhanced decision-making skills, greater interpersonal effectiveness, and increased confidence.
- And, the list does not end there. Those who undertake coaching also can expect appreciable improvement in productivity, satisfaction with life and work, and the attainment of relevant goals.

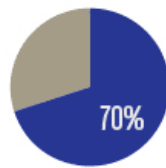


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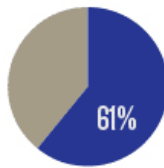
## BENEFIT OF USING COACH

### INCREASED PRODUCTIVITY

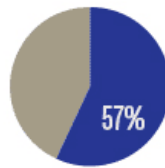
Building the self-confidence of employees to face challenges is critical in meeting organizational demands.



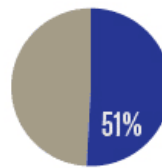
Improved  
Work  
Performance



Improved  
Business  
Management



Improved  
Time  
Management



Improved  
Team  
Effectiveness

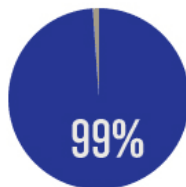
Source: ICF Global Coaching Client Study was commissioned by the ICF but conducted independently by PricewaterhouseCoopers.

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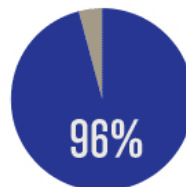
## BENEFIT OF USING COACH

### SATISFIED CLIENTS

Virtually all companies and individuals who hire a coach are satisfied.



“Somewhat”  
or “Very  
Satisfied”  
with overall  
experience



Would repeat  
the process

Source: ICF Global Coaching Client Study was commissioned by the ICF but conducted independently by PricewaterhouseCoopers.

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## OUR FOUNDER

**TOM MC IFLE** is an inspiring and empowering public speaker, teacher and seminar host – popular in business and personal development circuits. He is a qualified Life and Business Coach who is Trust worthy, Committed, Simple & Practical, a Leader and **VERY** Results Oriented.

His career spans over 17 years in Business Coaching for Small and Medium Enterprise, Change Management, Team Building and money management.

He is also Certified Black Belt Six Sigma, TRIZ Facilitator, Lean Practitioner, Have coached over 1000 business owners, recognized by Central Bank of Indonesia to help small businesses success. He was a Vice-President, Retail Business Development for one of the largest Travel Agency in the world and had his training since 1999 from Anthony Robbins world's #1 Peak Performance Coach. COO Action Coach Indonesia.

Currently as CEO PT. Aubade Makmur.

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## OUR PROGRAMS

### BUSINESS ACCELERATION PROGRAM

#### START UP COACHING

- Who for: Small & medium business owners, Mompreneurs, multitasking and no time to build strategic plans.
- Goal: To improve their financial strength, marketing, recruitment strategies and management control.
- What we do: What you can expect from this program is a full business system that can run without business owner's involvement in the operation, i.e., from the control up to scaling up your business.
- Duration : 12 months

Rp. 45.000.000/bulan

#### BUSINESS GROWTH COACHING

- Who for: This program is for businesses that have salespeople, but still stuck. You have good management, but don't have enough revenue and those still using traditional marketing strategies.
- Goal: To improve sales performance, increase inner motivation, build strong team, increase revenue and customer loyalty
- What we do: You will get a complete business growth system that works. Customized coaching combining with sales coaching.
- Duration : 12 months

Rp. 75.000.000/bulan

#### OPERATION EXCELLENT COACHING

- Who for: Only for large scale businesses including MNC (Multinational Companies), Manufacturing, Distribution, and Logistics for all ranges of industries.
- Goal: You will be taught how to maximize your operation, increase production output, build continuous improvement strategies and reduce the cost of quality from rejecting, rework, waste and employee motivation.
- What we do: We will use advanced tools such as Lean System, Six Sigma, Design for Six Sigma, Total Quality Management, TRIZ (Theory of Inventive Problem Solving) and Neurolinguistic Programming.
- Duration : 12 months

Rp. 100.000.000/bulan

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# OUR PROGRAMS

	CERTIFICATION	PRODUCTIVITY & OPERATION	SALES & MARKETING
<b>BUSINESS ACCELERATION PROGRAM</b>	<ul style="list-style-type: none"> <li>Coach Certification Program</li> <li>Green Belt Six Sigma Certification</li> <li>Yellow Belt Six Sigma Certification</li> <li>Wealth Coach Certification</li> <li>Executive Coach &amp; Professional Coach Certification</li> </ul>	<ul style="list-style-type: none"> <li>Decreased cycle time</li> <li>Less inventory</li> <li>Increased productivity</li> <li>Increased capital equipment utilization</li> <li>Design a simple manufacturing system</li> <li>Recognize that there is always room for improvement</li> <li>Continuously improve the lean manufacturing system design</li> </ul>	<ul style="list-style-type: none"> <li>Managing Complex sales</li> <li>Consultative sales</li> <li>Retail management</li> <li>Sales agents</li> <li>Telemarketing</li> <li>Business-to-business</li> <li>Direct sales</li> <li>Face to face selling</li> <li>Social media marketing</li> <li>Copywriting</li> <li>Brand Plan</li> <li>Brand Architecture</li> <li>Tactical Marketing</li> <li>Brand activation strategies</li> </ul>


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# OUR PROGRAMS

	MANUFACTURING	FINANCE	HUMAN RESOURCES	LEADERSHIP & MANAGEMENT
<b>BUSINESS ACCELERATION PROGRAM</b>	<ul style="list-style-type: none"> <li>Lean Manufacturing Principles and Implementation</li> <li>5S Workplace Management &amp; Visual Control</li> <li>Single Minute Exchange of Dies</li> <li>Pokayoke for Service industries</li> <li>Total Productive Maintenance</li> <li>Kaizen Event Training</li> </ul>	<ul style="list-style-type: none"> <li>Driving Change For Maximum Profit</li> <li>How to Cut Cost, Increase profit and maximize your Cashflow</li> <li>How to Understand Finance for non finance</li> <li>How analyse a business</li> </ul>	<ul style="list-style-type: none"> <li>Workload Analysis</li> <li>Job Grading &amp; Salary Structure</li> <li>How To Write SOP For SOP Maker</li> <li>Job Analysis</li> <li>KPI Goal Setting</li> <li>KPI Balanced Scorecard</li> <li>Create Practical Standard Operating Procedure</li> </ul>	<ul style="list-style-type: none"> <li>Leadership inside out</li> <li>Manager as a Coach</li> <li>Change Management &amp; Leadership Breakthrough</li> <li>Management Skill for Manager</li> <li>Team Building</li> <li>Happy worker, productive worker</li> <li>How to Manage Generation Gap</li> </ul>


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## Coaching Program Selama COVID-19

### GROUP

- 5 Business Owner per group
- Business Assessment
- Problem Solving Session
- 2x perbulan
- Program 6 bulan
- Rp. 30juta

### PRIVATE

- Private 5 team member per company
- Business Assessment
- Problem Solving Session
- 2x perbulan
- Program 6 bulan
- Rp.15 juta/bulan

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## Struktur Coaching

1. Akan menentukan problem identification
2. Menggali Root Cause
3. Menemukan potential solution
4. Test implementation
5. Closing project



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