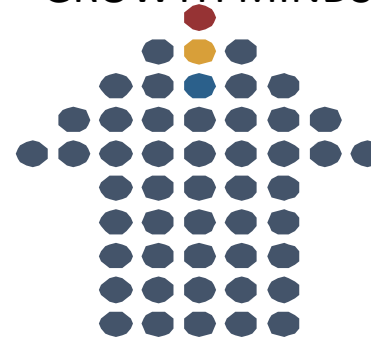**PT. CTG Plus Konsultan Indonesia (CTG+ Consulting) Introductory Presentation**

CTG⁺

Why CTG+ Consulting is The Right Partner?

We offer a balanced perspective of both business and talent. Whilst HR's core existence is to enable business achievement, business cannot sustain without its people.

BUSINESS DRIVEN & TALENT CENTRIC

PROFESSIONAL & GROWTH MINDSET

We see transformation and changes as signs of growth. With that mindset, we strive to deliver our best in all aspects of our services.

We bring with us the world's best practices as references. At the end of the day, for it to be successful, solution needs to be best fitted and practical to your business needs

BEST FITTED & PRACTICAL

AGILE & EFFICIENT
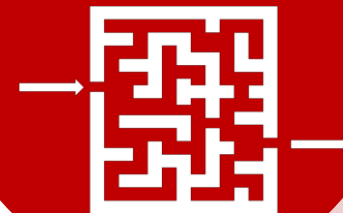
We understand agility like no one else. It is all about thinking one step ahead of the competition while digging one level deeper to find the root cause of any barriers.

Our Growing Client List

Our consultant team are individuals with extensive exposure and experience in organization and people management area, serving both as Consultants and Practitioners. This has benefited our clients as our consultants' approach are holistic, integrated and business driven. Our growing client list is a proven case that our consultants are working their best in #DeliveringImpact

Client Testimonials

★★★★★

"The CTG+ team not only provides solutions on paper but also facilitates interactive discussions with leadership and employee representatives. Thanks to a data-driven approach and a real understanding of on-the-ground conditions, we now have a clear, measurable, and easily implementable HR roadmap, complete with success metrics."

**- HR Management Manager,
Badan Pengelola Keuangan Haji -**

★★★★★

"CTG+ was very helpful in the development of HR SOPs by providing comprehensive and easy-to-understand materials. The process was fast without compromising quality, supported by professional and highly skilled consultants in their field."

**- HRGA Manager,
PT Tempirai Energy Resources-**

★★★★★

"The HR Diagnostic project by CTG+ has been running well. The advice and solutions provided are highly applicable and demonstrate a deep understanding of effective human resource management practices. The approach also helped us identify concrete opportunities for improvement within the Organization"

**- Partner,
PB Taxand -**

★★★★★

"CTG+ has vast knowledge in the change management framework for system implementation. During the project, CTG+ became a good partner for us and was always willing to go the extra mile to achieve the project's objectives and timeline, even after the project was completed. Thank you CTG+, I hope we can collaborate again in the future."

**- Director,
PT Optima Data Internasional -**

★★★★★

"CTG+ team is very professional and able to interact with various parties independently. The team shows high commitment and manage to successfully deliver the project on time. Deliverables can be held accountable and becomes valuable reference for Management in decision."

**- HR Director,
PT Jababeka Tbk. -**

★★★★★

"The approach adopted by CTG+ team was very methodical, meticulous and thoroughly professional. This gave a sense of fairness to team involved and confidence to Management. Recommendations made were practical and executable. I strongly recommend CTG+ team for any Re-Organization project and look forward to engaging with the team for people related projects in the future."

**- Chief Executive Officer,
Timezone Indonesia -**

★★★★★

"The CTG+ team is always supportive in supporting us in the process of mastering and using the Harrison Assessment platform. We were guided from initial understanding, mastery of assessment tools, to the process of reading reports to users. The CTG+ team always responds to every question and request from us. Hopefully this collaboration will continue in the future."

**- Sr. Manager People &
Organization Development,
Sasa Inti -**

★★★★★

"CTG+ team is very knowledgeable, cooperative, and helpful throughout the HR Blueprint project. This gives stakeholders confidence in project delivery. CTG+ team successfully leads required meetings for multiple purposes, which involve participants from various organization levels."

**- SVP Human Capital, PT Penjaminan
Infrastruktur Indonesia -**

Our Leadership Team

Adsa Hermawan,

Adsa brings 19 years of experience as both consultant and practitioner, working on various Transformation projects for local and multinational companies. Adsa is specialized in Organization Design, Talent Management, Performance Management, and Project Management. In addition, Adsa also has been exposed with end-to-end system solutioning and implementation. She believes that through technology, organizations can speedily transform internal functions to become business influencer. Adsa had exposures in working for clients in multiple regions; Asia, Australia, America, and Europe.

Past Employment:

- Oracle – APAC Principal Consultant-HCM
- AXA Services Indonesia – HR Transformation Lead & Talent Management & Organization Effectiveness Senior Manager
- PricewaterhouseCoopers Consulting Indonesia – Manager
- Lippo – Corporate HR, Organization Development Manager
- Inform Business Impact – Analyst
- TASS Consulting – Associate

- Master of Business in Strategic HRM
- Trained Facilitator in LEGO® SERIOUS PLAY® methods and materials
- SHRM-SCP Certified, The Society For Human Resources Management, 2017

Darman Haslim,

Darman is a versatile human resource and organization development professional with experience in managing the complete human resource value chain. As an HR professional, he has a uniquely broad perspectives, gained from his experiences in cross-industries and cross-functions roles, working in various stages of organization growth (from establishment and starting-up to transformation) and supported with his educational background in engineering and business.

Past Employment:

- Mandala Finance – HR Director
- Mayapada Healthcare – HR Director
- IKEA – Country HR Manager
- Boehringer Ingelheim – Head of Organization Development and Learning
- TASS Consulting – Project Manager
- PricewaterhouseCoopers – Consultant
- Astra International – Organization Development
- Omron Manufacturing – Information System, Production Planning, Quality Assurance

- Master of Science in Management
- Bachelor of Science in Industrial Engineering

Anastasia Gladis,

Gladis has 11 years of experience as HR consultant and HR practitioner. She has exposures dealing with clients from multiple industries in various HR projects including Performance Management, Talent Management, HR Digital Transformation, HR Process Improvement Organization Diagnostic Review, Talent Acquisition, and HR Due Diligence. Gladis has completed Harrison Assessment Certification and she is experienced in assisting clients to utilize Harrison Assessment to bring value added to client organizations.

Past Employment:

- GO POWER – Manager
- AXA Services Indonesia - Organization Development & Talent Management Assistant Manager
- PricewaterhouseCoopers Consulting Indonesia – Senior Associate

- Master of Commerce in Marketing
- Trained Facilitator in LEGO® SERIOUS PLAY® methods and materials
- SHRM-CP Certified, The Society For Human Resources Management, 2017

Lukas Prakoso,

Lukas is a professional in financial advisory, fund management, and tax structuring with over 13 years of experience in the infrastructure, energy, and technology sectors. Lukas is an expert in financial modeling, investment feasibility analysis, and financing design. His expertise includes Corporate Budgeting, Business Planning, Feasibility Studies, Financial Modeling, Tax and Financial Consulting, as well as Corporate and Project Financing, with a focus on fund management and the development of complex financial structures.

Past Employment:

- Alpha JWC Ventures – Vice President, Fund Management
- PT Sarana Multi Infrastruktur (Persero) – Project Director, Financial and Investment Advisory
- PricewaterhouseCoopers Consulting Indonesia – Management Consultant,
- Finance Function Effectiveness
- Citibank, N.A., Indonesia – Country Finance and Securities and Fund Services

- Master of Science in Accounting & Finance
- Bachelor of Economics
- Certified Financial Planner

Our Domain Coverages – Management and Organization

Our deep expertise in organization and people management space has allowed us to provide valuable **advisory**, **consultancy** and **implementation** services, for mature organization and growing businesses alike.

Strategy & Organization

- Organization Assessment
- Strategic Workforce Planning
- Organization Design
- Organization Restructuring
- Business Process Optimization
- Policies & Governance
- Functional Organization Blueprint
- Function Organization Improvements
- Change Management
- Organization Capability Building
- Workload Analysis & Manpower Planning

Selection & Recruitment

- Strategic Talent Placement
- Profiling and Assessment
- Psychological Testing
- Manage Services
- Employer Branding
- Onboarding – Mid-boarding

Talent Management

- Training & Development
  - In Class
  - Online
  - Dedicated Platform
- Talent Mapping
- Succession Planning
- Performance Management
- Competency Management
- Offboarding / Outplacement
- Employee Engagement

Compensation & Benefits

- Job Evaluation
- Salary Structure
- Payroll – Manage Services
- Compensation & Benefits Management

Data Analytics & HRIS

- System Requirements
- Vendor Selection
- Data Management
- Data Analytics
- HR Metrics
- HR Dashboard

Financial Management

- Corporate Budgeting
- Business Planning
- Feasibility Studies
- Financial Management
- Tax and Financial Advisory
- Corporate and Project Financing
- Fundraising

Our Service: Organization Design

Organization design is the process of **developing an organization's structure to effectively achieve its strategic goals and operate efficiently.** It also involves defining roles or positions to support the execution of the strategy and ensure the achievement of goals.

Our expertise in this area include, but are not limited to:

1) **Organization structure development/restructuring -** We can assist in designing an effective organizational structure that aligns with your business strategy. When restructuring is required, we analyze the current structure to identify and implement necessary changes to address inefficiencies and better support your objectives.

2) **Job profile development** - We provide a detailed analysis of the roles needed to support the designed structure, creating comprehensive job profiles that outline key responsibilities, required skills, qualifications, and relationships with other parties, ensuring clarity and guidance for job holders.

CLIENT NEEDS

A family entertainment center company, part of an international group, required organizational restructuring to enhance effectiveness and support future strategic direction. Additionally, there was a need to assess current job holders to ensure their capabilities align with roles in the new structure.

OUR SOLUTIONS

▪ Conducted a thorough analysis of the current organizational structure to evaluate its alignment with the company's strategic goals. Developed recommendations for a new structure and defined the necessary job roles.

▪ Performed detailed assessments of current employees using profiling tests and interviews to evaluate their suitability for the new structure.

BENEFITS FOR CLIENTS

▪ Provided the company with a clear understanding of the effectiveness of the existing structure and insights into the optimal new structure to improve efficiency and achieve strategic objectives.

▪ Enabled the company to assess current workforce capabilities, identify key development areas for employees to transition smoothly into new roles resulting from the restructuring, and determine suitable placements based on the updated structure.

CLIENT CASE INSIGHT

Our Service: Competency Management

HOW CAN WE HELP YOU?

Competency management is the process of **identifying, developing, and optimizing the skills, knowledge, and abilities** required for your workforce to perform their roles effectively and contribute to the organization's success. It aligns talent capability with business goals and drives continuous growth and development.

Our expertise in this area include, but are not limited to:

1) **Competency model development** – We can assist in creating a comprehensive competency model that serves as a guide for recruitment, performance evaluation, employee development, and all other HR processes.
2) **Competency assessment** – We offer thorough assessments to identify skill gaps, align talent with business objectives, and foster continuous growth and development within your team.

CLIENT NEEDS

A security solutions company required CTG+'s expertise to develop behavioral and technical competencies for all positions, as well as to conduct assessments to evaluate the current competency levels.

OUR SOLUTIONS

- Developed a comprehensive behavioral and technical competency model for all positions.
- Conducted thorough competency assessments using comprehensive methods to evaluate proficiency levels, developed detailed assessment reports, and provided debrief sessions for employees.

BENEFITS FOR CLIENTS

- The competency dictionary serves as a valuable guide for recruitment, performance evaluations, and employee development, ensuring consistency across all HR processes.
- The competency model and assessments provided the company with clear insights into their workforce's strengths and areas for development, enabling targeted training and improved overall performance.
- The debrief sessions offer employees actionable feedback to help them strengthen their skills and address specific areas for improvement based on their assessment results.

CLIENT CASE INSIGHT

Our Service: Workload Analysis & Manpower Planning

HOW CAN WE HELP YOU?

Workload analysis and manpower planning are critical processes for organizations to **ensure optimal productivity, operational efficiency,** and **fulfillment of workforce requirements that align with business directions and organizational strategies.**

Our expertise in this area include, but are not limited to:

1) **Workload Analysis -** We assist in accurately calculating workload and identifying Full-Time Equivalent (FTE) requirements to determine workforce needs based on comprehensive analysis.

2) **Manpower Planning –** We develop workforce planning strategies, project workforce needs aligned with business directions, and provide guidance for companies to identify recruitment needs for specific positions.

CLIENT NEEDS

A company in the mining industry, with employees distributed across head office and site locations, lacked a clear workforce planning strategy as the basis for recruitment. Additionally, employees raised issues about unfairness workload distribution, while Management have concerns regarding productivity and operational efficiency.

OUR SOLUTIONS

- Conduct FTE calculations to determine the ideal number of employees, based on task completion times, identified workload, and other factors that might affect efficiency and productivity.

- Develop a three-year workforce planning based on FTE results, analyzing workforce supply and demand, and simulating scenarios for the company, including high growth, steady growth, or a focus on efficiency.

BENEFITS FOR CLIENTS

- Ensuring productivity is maintained through optimal HR allocation according to The Company's needs.

- Reducing the risk of operational inefficiency with precise and accurate workforce planning, ultimately improving productivity and ensuring cost efficiency.

CLIENT CASE INSIGHT

Our Service: Performance Management

Performance management is a **continuous communication and feedback process** that involves **setting corporate goals, cascading them to individual objectives, regularly monitoring progress,** and **evaluating achievements.** This process ensures that organizational goals are achieved through the alignment of employee performance with strategic objectives.

Our expertise in this area include, but are not limited to:

1) **Performance management design -** We develop comprehensive performance management systems, including processes, policies, and related elements, to ensure effective implementation within your organization.

2) **Performance management monitoring** – We could assist in monitoring the entire performance management cycle, from goal setting to continuous review and year-end evaluation, ensuring consistent and effective execution of the designed performance management system.

CLIENT NEEDS

An IT consulting company that has not implemented performance management in the organization wanted to establish a system as it expanded its workforce. After the design was finalized, the company required assistance in monitoring the implementation to ensure a smooth transition into HRIS and its successful execution.

OUR SOLUTIONS

- Design performance management system including framework, process, policies, and required form to implement performance management.
- Assisted with the entire performance management cycle, from identifying corporate KPIs and cascading them to divisional and individual levels to monitoring feedback, year-end reviews, and performance appraisal calibration.
- Assisted the client in integrating the performance management module into HRIS, from initial setup according to requirements to monitoring the system's adoption.

BENEFITS FOR CLIENTS

- Enabled the company to measure and achieve its goals while assessing employee performance to identify high performers, ensure internal fairness, and support targeted development as needed based on performance appraisal results.
- Achieved a more effective performance management system after transitioning to HRIS.

CLIENT CASE INSIGHT

Our Service: Business Process Optimization

Business process optimization involves **enhancing various operational processes to improve efficiency and effectiveness across all functions.** Our services extend beyond HR to include finance, operations, marketing, and other critical business processes.

Our expertise in this area include, but are not limited to:

1) **Process review –** We conduct comprehensive evaluations of current processes to assess their effectiveness, including the development of Standard Operating Procedures (SOPs) documentation based on current practices.

2) **Process and policies development** – We develop optimized processes based on our reviews, ensuring alignment with best practices. Additionally, we create policies to guide the implementation of these optimized processes.

CLIENT NEEDS

A mining company required our assistance in optimizing business processes across various functions, including its operational and support functions. They required detailed documentation for Standard Operating Procedures (SOPs) and policies to ensure effective implementation.

OUR SOLUTIONS

- Conducted a thorough review of current processes, covering operational, finance & accounting, and HR functions.
- Developed comprehensive SOP documentation and policies to optimize and standardize processes across the organization.

BENEFITS FOR CLIENTS

- Enhanced process effectiveness by aligning with best practices while ensuring practical implementation.
- Provided clear guidance through well-documented processes and policies, facilitating consistent and standardized execution across all functions.

CLIENT CASE INSIGHT

Our Service: HR Organization Diagnostic Review

HR Organization Diagnostic Review involves a **thorough and comprehensive evaluation of HR functions across multiple aspects.** By examining the current HR function, it could provide insights into how HR can be optimized to enhance overall performance and contribute to company's success.

Our expertise in this area include, but are not limited to:

1) **Organization review –** We help to analyze current HR functions and processes to identify strengths, areas of improvements. alignment with business goals, and also provide recommendations required.

2) **HR blueprint and roadmap development** – We develop a HR blueprint to outline the ideal HR framework and developing a roadmap for future improvements, including proposed initiatives to enhance HR effectiveness.

CLIENT NEEDS

A public company under the finance ministry required a review of its HR management, including an evaluation of system and infrastructure readiness. Additionally, the organization needed to develop a blueprint and roadmap for future HR initiatives.

OUR SOLUTIONS

- Conducted a thorough review of HR functions, including structure, processes, systems, and personnel, through desk studies, interviews, and focus group discussions with users. Actionable recommendations are also developed based on this analysis.

- Developed an HR blueprint aligned with the organization's direction and created a 5-year roadmap, including prioritized HR work programs to achieve objectives and support long-term business growth.

BENEFITS FOR CLIENTS

- Provided a clear understanding of current HR strengths and areas for improvement, highlighting necessary enhancements to support the company's strategic goals effectively.

- Enabled the organization to plan and prioritize HR initiatives for the long term, ensuring strategic alignment and effective resource allocation for future success.

CLIENT CASE INSIGHT

Our Service: Targeted Development Program

The Targeted Development Program is **a structured initiative with specific development goals**. Participants develop both soft and hard skills through in-class sessions and on-the-job training, with a clear, purposeful approach.

Our expertise in this area includes, but is not limited to:

1) **Program Design** – We design the overall program, considering both current and future business needs, as well as the needs of users and relevant individuals. A general learning journey is created for the participant group, with specific focus areas tailored to participants' conditions.

2) **Program Delivery** – We implement the agreed program by involving Subject Matter Experts in relevant fields to deliver presentations, facilitate discussions, and act as coaches and/or mentors as needed.

3) **Program Monitoring** – We conduct evaluations and monitoring during and after the program to gather feedback and identify improvement opportunities, making the program more effective and optimized.

CLIENT NEEDS

A service company with prominent clients requires an effective development program for its managerial level, where the majority of job holders in these positions are long-serving employees.

OUR SOLUTIONS

- Conduct assessments of prospective participants to establish a baseline of competencies (both behavioral and technical).
- Develop a development program based on common factors identified during the assessment.
- Implement the program in the form of in-class sessions, projects, and individual and group coaching with subject matter experts in relevant fields.
- Create an HR blueprint aligned with the organization's direction and develop a 5-year roadmap, including prioritized HR initiatives to achieve objectives and support long-term business growth.

BENEFITS FOR CLIENTS

- Management understand management conditions compare to the qualified require at the managerial level.
- Through continuous monitoring over six months, the client receives progress reports backed by feedback from various stakeholders (direct managers, colleagues, and teams).
- Management observes improvements not only in competency but also in team engagement and motivation among program participants.

CLIENT CASE INSIGHT

Our Service: Financial Management

Financial management provides **assessment of current finance function business process and recommendations to provide improvement in terms of efficiency, effectiveness and governance aspects**, including finance, tax, accounting and treasury process of an organization.

Our expertise in this area include, but are not limited to:

1) **Finance function business process review –** We provide assessment to map current business processes of tax, accounting, finance and/or treasury to assess their effectiveness and improve governance aspects.

2) **Finance function Business process improvement**– We develop optimized processes based on our reviews, ensuring alignment with best practices and good governance. Additionally, we create guidelines and/pr policies to guide the implementation of these optimized processes.

CLIENT NEEDS

A fund management firm requires a mapping of the Fund Management process division as means to improve internal governance and reporting to the investors.

OUR SOLUTIONS

- Conducted a thorough review of detailed fund management processes, covering monthly accounting and reporting process, finance operations, treasury, and vendor (i.e third parties) management.
- Developed acceptable SLAs in a form of Internal Fund Management Handbook to standardize processes across the organization.

BENEFITS FOR CLIENTS

- Provided clear guidance through well-documented processes and policies, facilitating consistent and standardized execution on fund management functions, as well as providing comfort in fund management aspects to investors.
- Reducing risks in business process delays/hiccups due to employee turnover.
- Increasing internal governance especially in terms of RACI (responsible-accountable-consulted-informed) stakeholders.

CLIENT CASE INSIGHT

Our Service: Financial Advisory and Fundraising

Financial advisory provides clients with **sound financial and investment advice to obtain funding for projects or corporate initiatives**, by developing robust financial models, acceptable feasibility studies by lenders/investors, and advising clients during pitches/meeting with lenders.

Our expertise in this area include, but are not limited to:

1) **Financial model development –** We develop structured financial models based on best-practice that include assumption, processing and output sheets to provide financial to the client as well as to provide information to prospective lenders or investors.

2) **Feasibility studies development –** We partner with reputable advisors in developing a detailed feasibility study as a documentation for fundraising purpose.

3) **Fundraising advisory**– With the developed feasibility studies, we assist clients during fundraising stage, including info memo preparation, and negotiation and meetings with prospective lenders and investors.

CLIENT NEEDS

A state-owned enterprise requires financing for approximately IDR 5 trillion to fund its project.

OUR SOLUTIONS

▪ Developed financial model to provide projection and information to multilateral and private lenders.

▪ Perform stakeholders meeting including to regulators and private financiers.

▪ Facilitate the clients during fundraising and negotiation stage.

BENEFITS FOR CLIENTS

▪ The project was able to reach financial closing stage from public and private lenders.

CLIENT CASE INSIGHT

Our Detailed Service Offering: Course Outline

Our development sessions are varied and can be customized to address your business needs, both soft skills and technical/functional skills.

Our Training and Development Topics to Meet Your Business Needs

Technical/Functional and Operational Training

Sales & Marketing

HR & Organization

Other Functional Topics

Information Technology

Finance & Accounting

Self and Leadership Development

Our Training Topics:

- Authentic Leadership for Better Result
- Living a Mission-Driven Life
- Business Model You - Self and Career Development
- Leadership in Digital Age
- Develop Your Story Board: PowerPoint Mastery
- Think and Act Like Consultant
- Developing Growth Mindset
- Effective Collaboration

Our Detailed Service Offering: Harrison Assessment

Harrison Assessment – The Next Generation of Assessment

What is Harrison Assessment?

Harrison Assessment (HA) is an online profiling tool that is used to get insights on candidate/employee's **work preferences and behavioral profile**. Participants will be asked to fill "SmartQuestionnaire" and various assessment report can be generated from the questionnaire result. The result could give analysis of **personal traits, interests,** as well as work and **task environment preferences.** It could be used to effectively predicts **job success, engagement, and retention**.

How Could You Use Harrison Assessment?

Recruitment & Selection

HA could be used to assess candidate behavioral profile and evaluate if work preferences match with the job requirements.

Competency Assessment

Behavior competencies in an organization could be mapped to HA system which will be used to measure competency level. Organizations are able to customize based on competencies required for a position.

Identify Development Needs

HA result could be used to identify individual's area of improvement. This helps employee to understand their development needs and it helps HR to design targeted learning program.

Engagement & Retention

Employer are able to get insights on employees' expectations and hence it could help HR team to initiate the effective intervention to improve employee engagement and retention.

Why Should You Choose Harrison Assessment?

Benchmark Data — HA provides job specific personality test. Based on the research, **HA has benchmark data bank of various positions, and each position is mapped into different trait requirements.** Thus, HA could be used to predict job success and job satisfaction for many different job positions.

Reliable — HA is a well researched and validated assessment. HA uses a unique algorithm that can minimize the influence of bias and improve reliability. In the report, reliability score is informed and HA is able to detect when answers provided are not reliable.

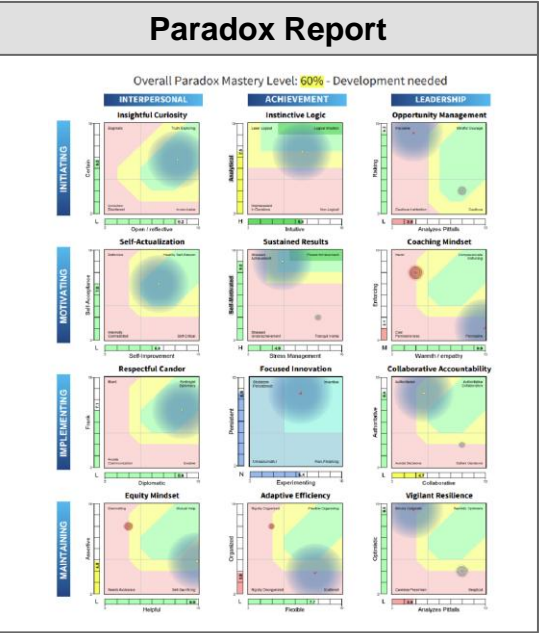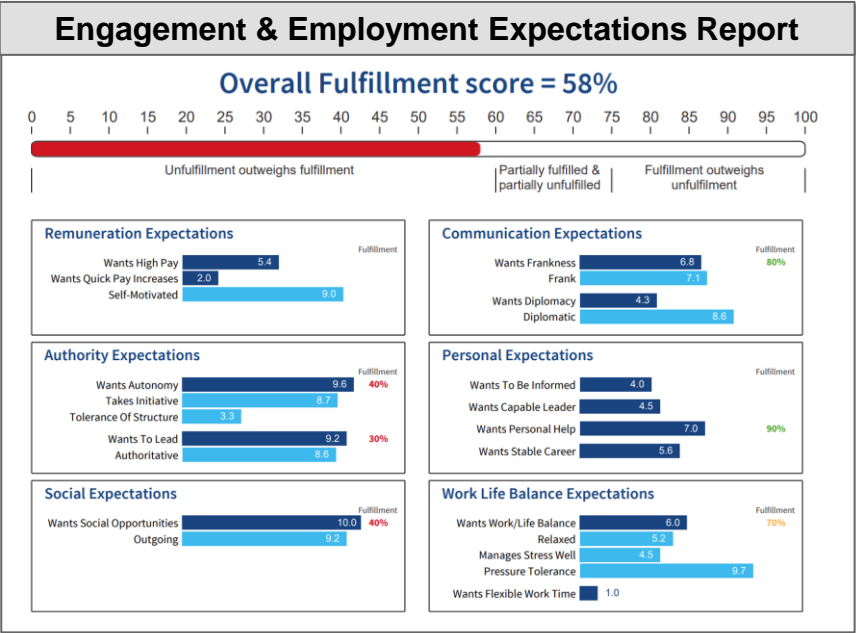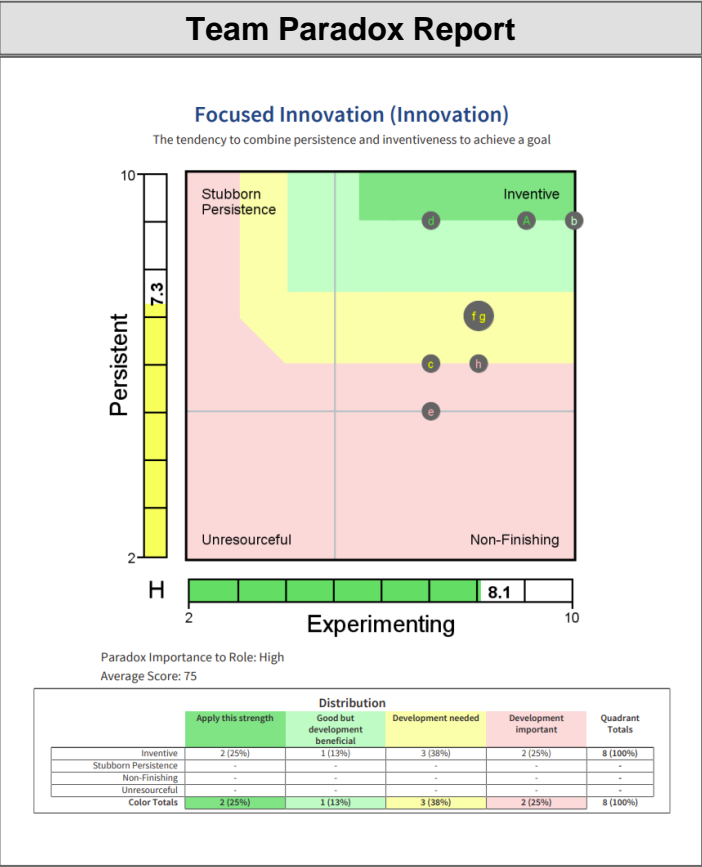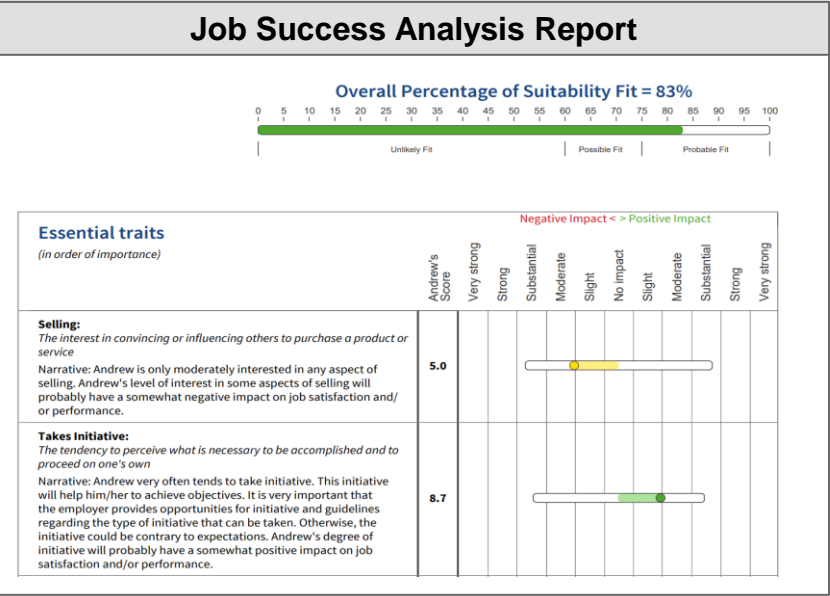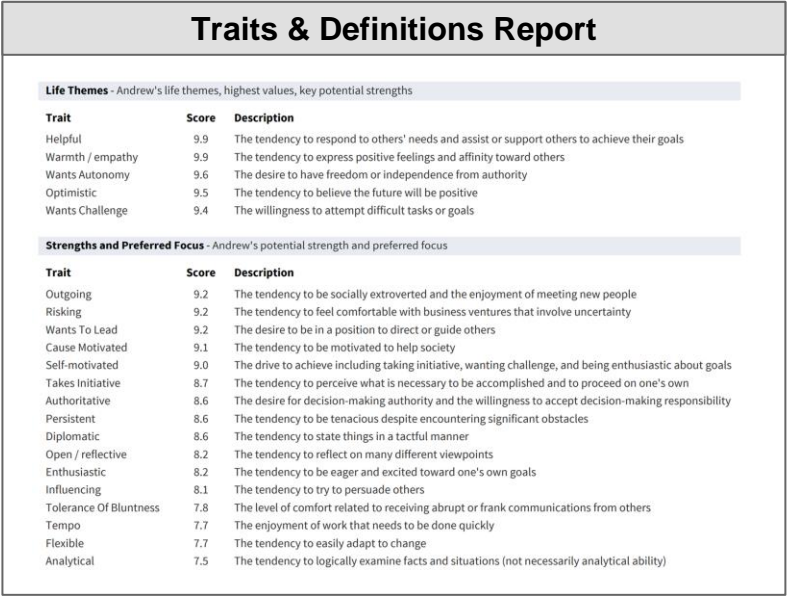## Why Choose CTG+ To Help You With Harrison Assessment?

CTG+ is Harrison Assessment Consultant Partner with certified consultants who are experienced in helping client with HA. We help our clients to set up the parameter in the system, administer questionnaire, generate the report based on requirements, and deliver a consultation/debrief session. As HR consultant, our understanding in organization, job profile, and competency helps us to assist our clients in utilizing HA to bring value added to the organization.

Harrison Assessment Provides Various Reports To Fulfil Your Requirements

There are various Harrison Assessment reports that could be generated from work preference questionnaire completed by participants (employees/candidates). Participants are not required to complete questionnaire repeatedly because multiple reports could be generated based on answers provided in a single questionnaire. The followings are the examples of Harrison Assessment Reports.

Assessment Report	Report Overview
Job Success Analysis	This report measures how well an individual meets all requirements for a job – with suitability percentage. The job requirements are fully customizable.
Paradox Report	This report provides deep insights into individual's behavioural patterns and responses to stress. The result is plotted against 12 Harrison Paradoxes. A Paradox Mastery Guide is incorporated into the Paradox Reports to provide greater clarity related to mastering paradoxes.
Traits & Definitions	This report provides a complete overview of the individual's traits. The report ranks the individual's traits and preferences within the following categories: Basic Traits, Work Environment Preferences, Task Preferences, Interests, Job Functions, Engagement and Retention Factors, and Behavioral Competencies.
Engage and Employee Expectations	This report assists managers by providing easy to understand graphs and narratives that will help to better engage an employee or potential hire. It assists the manager to fully understand an employee's employment expectations.
How To Manage, Develop, and Retain	This report provides managers with insights that will increase an employee's performance, motivation, and likely retention. It focuses on how to best utilize an individual's strengths while alerting managers about potential performance problems.
Career Development	This report assists individuals to achieve a more fulfilling and successful career. Based on the individual's personality and preferences, the report provides the essential information necessary for career development.

Examples of Harrison Assessment Report

Traits & Definitions Report

Job Success Analysis Report

Team Paradox Report

Engagement & Employment Expectations Report

Paradox Report

Our Detailed Service Offering: LEGO® SERIOUS PLAY®

What is LEGO® SERIOUS PLAY®?

LEGO® SERIOUS PLAY® is a methodology that uses LEGO bricks to **facilitate communication, problem-solving, and creative thinking**. The method taps into human ability to imagine, to describe, to initiate change and improvement, as well as to **create something radically new.**

LEGO® SERIOUS PLAY® – *Uncovering Insights*

Why Choose CTG+ To Facilitate Your Workshop Using LEGO® SERIOUS PLAY®?

- Our consultants are trained facilitator in LEGO® SERIOUS PLAY® methods and materials.

- Best fitted approach - we understand that every organization requires different approach. We will conduct a consultation session to understand your requirements, and customize the workshop as needed.

- Valuable insights - We recognize that your goal is more than just conducting a workshop. We will provide a report that summarizes our observation and valuable team ideas that could be captured from the session.

Our Consultants Are Trained Facilitator in LEGO® SERIOUS PLAY®

Adsa Hermawan,
- *Master of Business in Strategic HRM*
- **Trained Facilitator in LEGO® SERIOUS PLAY® methods and materials**
- *SHRM-SCP Certified, The Society For Human Resources Management, 2017*

Anastasia Gladis,
- *Master of Commerce in Marketing*
- **Trained Facilitator in LEGO® SERIOUS PLAY® methods and materials**
- *SHRM-CP Certified, The Society For Human Resources Management, 2017*

Melinda Santoso,
- *Bachelor of Science in Industrial/Organizational Psychology*
- **Trained Facilitator in LEGO® SERIOUS PLAY® methods and materials**

"LEGO® SERIOUS PLAY® is based on a relationship between the hands and a *learning brain*"

The Science of LEGO® SERIOUS PLAY®

LEGO® SERIOUS PLAY® (LSP) method is based on multiple theories and research that explains how the use of LEGO® bricks can encourage the active engagement of participants in a workshop or session to obtain new ideas or breakthroughs.

HAND KNOWLEDGE

- With the help of all the neutral connections in our hands, we "know" than we think we know at any given moment.
- Thoughts and ideas that are built with our hands tend to be expressed in greater detail as well as more easily understood and remembered.

CONSTRUCTIVISM & CONSTRUCTIONISM

- Constructivism ⬜ People construct and rearrange knowledge actively, and build hypotheses based on past experiences.
- Constructionism ⬜ When we build an object, we also create new theories and knowledge in our brains to build on.

LEGO® SERIOUS PLAY®

FLOW THEORY

- The individual will get the most out of a learning process or development process, when the person has committed oneself to a process and enjoyed it.
- The individual needs to feel challenged at optimum level, the challenges given should not be too easy but not too difficult either.

THE THREE IMAGINATION

- There are 3 types of imagination which are 1) Descriptive (imagination that identify pattern and places them in descriptive models), 2) Creative (imagination is based on combinations and transformations of objects and concepts), and 3) Challenging (imagination is used to contradict and even destroy the feeling of progress from the other imaginative shapes).

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Comparison of Learning Method For "Collaboration" Topic

To strengthen collaboration within the team and between teams, companies could organize events such as in-class training or conduct team building activities. LSP is one of the methods that can be applied to build collaboration by actively involving participants to participate in delivering their ideas and inputs.

IN CLASS TRAINING	TEAM BUILDING ACTIVITIES	LEGO® SERIOUS PLAY®
Example of a training outline: ▪ Introduction to team collaboration ▪ Communication skills ▪ Establish team goals & objectives ▪ Building trust ▪ Collaborative problem solving ▪ Managing conflicts ▪ Tools for team collaboration ▪ Cultural Competence ▪ Leadership skills ▪ Evaluation and continuous improvement ▪ Conclusion and wrap up	Example of activities: ▪ *Scavengers Hunt* - the team is required to work together to collect miscellaneous objects located in different areas by following certain instructions. ▪ *Escape Room* – the team is assigned with tasks, e.g. completing puzzle and they must escape the room before given deadline. ▪ Group Project – the team is assigned to work together to complete a project, e.g. making presentation. ▪ Playing "Angklung" – the team is assigned to play a song with a set of angklung instruments, each team member is responsible to play different tune.	Example of a workshop session agenda: ▪ LEGO® SERIOUS PLAY® background ▪ Warm up – Build a tower and "Monday Morning" model ▪ Build a "good collaboration" model ▪ Discuss model and uncover insights ▪ Build a "bad collaboration" model ▪ Discuss model and uncover insights ▪ Build a "current state of collaboration" model ▪ Discuss model and uncover insights ▪ Build a connection between "good/bad collaboration" model with "current state" model ▪ Discuss connection and uncover insights ▪ Wrap up – Key Take Aways and Action Plan

➢ A large amount of **knowledge and theory is obtained but not necessarily practical** and applicable to participants' jobs. ➢ **Lack of participation and engagement** from participants. ➢ One-way information flow makes it **difficult for participants to obtain new ideas** or problem solving solutions.	➢ Participants are actively involved and participate, however, **there is a limited opportunity for participants to develop ideas and share their thoughts** with other participants. ➢ The purposes of activities are not directly related to messages that are to be conveyed, hence, **it is difficult to determine follow up actions.**	➢ Participants are **fully involved and actively participate**, both in building and discussing the LEGO® models. ➢ Allow participants to **explore new ideas, thoughts, and new solutions** in order to determine required **action items.** ➢ **Encourage cooperation and collaboration process** by building LEGO® models together (team mode) as well as conducting discussion within the team.

When Do You Use LEGO® SERIOUS PLAY®?

LSP method could be used in various workshops and sessions such as **organization assessment, strategic planning, problem solving, leadership and team development, as well as transformation and change management**. The following are contextual circumstances in which the method will work best:

LSP method is suitable when active participation and engagement from participants are required.

REQUIRE PARTICIPATION FROM EACH PARTICIPANT

LSP method are effective to gather input and feedback rather than to deliver top-down message.

GATHER HONEST INPUT AND FEEDBACK

When used in a group setting, LSP method is a great tool to encourage team sharing and collaboration.

FOSTER COLLABORATION

LSP method is great to be used in circumstances where participants are encouraged to be innovative and use their creativity.

LEVERAGE INNOVATION AND CREATIVITY

Benefits of LEGO® SERIOUS PLAY® Method

New Ideas and Creative Solutions

From the sessions conducted, a lot of new ideas will be emerged from the LEGO® models built and the discussions. The use of metaphors in individual and collective models provide new perspective to allow participants view problems from different perspectives.

Understanding of Problems in Real Time Context

LEGO® SERIOUS PLAY® helps participants to gain deeper understanding of complex problems in real time contexts. The use of LEGO® models to visualize current condition allows changes to be monitored from time to time.

Better Decision Making

LEGO® SERIOUS PLAY® provides a structured and collaborative approach in decision making. The "hands-on" process in building LEGO® models helps the process of issue clarification and facilitates decision making process, including the identification of action items.

Buy-In and Less Resistance

The active involvement of participants improve buy-in on ideas and problem-solving solutions that are gained from the session. By getting buy-in, participants become less resistance and willing to work cooperate to implement the proposed action items or decisions that were made.

NEW IDEAS AND CREATIVE SOLUTIONS
01

UNDERSTANDING OF PROBLEMS IN REAL TIME CONTEXT
02

BUY-IN AND LESS RESISTENCE
04

BETTER DECISION MAKING
03

28

Implementation of LEGO® SERIOUS PLAY® – *Uncovering Insight*

IN-CLASS / INSTRUCTOR-LED		LEGO® SERIOUS PLAY®

Work > Result	**Mode**	Play > Process
2 Dimension	**Visualization Dimension**	Multidimensional
Expert	**Learning Focus**	Owner

LEGO® SERIOUS PLAY® Method
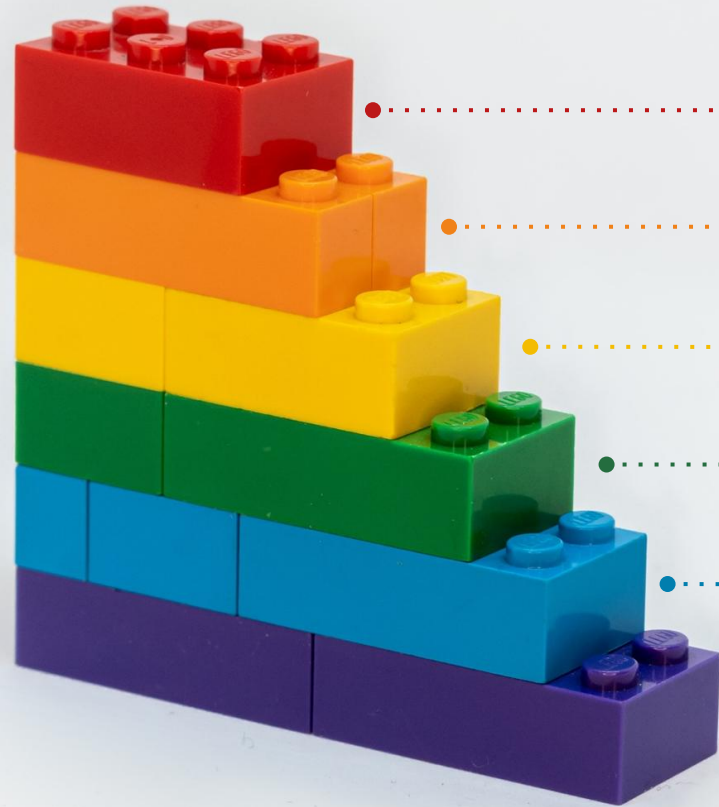
In-class, throughout the session

Conducted by facilitator, after the session

Report the observation results and/or compile learning outcomes into the appropriate template

ACTION PLAN

REFLECT — Collectively reflect on learning points

INSIGHT — Participants learn from models and explanation from other participants

SHARE — Participants share their point of view by explaining their LEGO® models

BUILD — Participants answer questions by building LEGO® models

QUESTION — Facilitator asks contextual questions related to learning objective
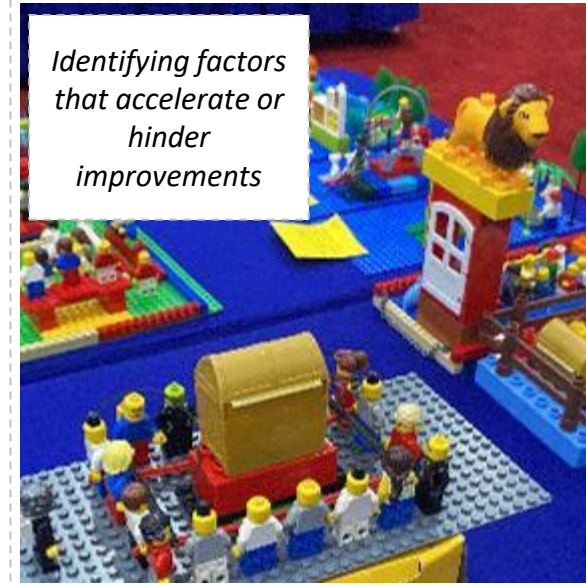
Example of Models That Are Built During Workshops

Development of shared aspiration

Exploration of organization identity

Identifying factors that accelerate or hinder improvements

Identification of "Agent", i.e., push factor or barriers in strategy execution

Development of company strategy and vision & mission

Client Experience for LSP

> A 3-day Leadership Bootcamp with CTG Plus; the use of LEGO® as a multidimensional tool to communicate throughout the session was both a challenge and a relief for our managers to re-shifting their goals back to the same purpose and align with the Company's vision as well as mission. Thank you CTG Plus for your exceptional service!

> Very Impressive! My first time experiencing experiential learning with LEGO®

> Very good and interesting session. We learn a lot in a refreshing environment

> Exciting and enjoyable! I gained new knowledge during the LEGO® Serious Play® session, particularly in learning the right methods for asking questions to have a deeper understanding and avoid judgement.

> We can explore and visualise into real thing, not just discussion on theories.

> First time experience attending LEGO® Serious Play® session. Very good in exploring a topic creatively, thinking out of the box, to solve problems and strengthening team bonding. It helps to understand our blindspot by understanding how others perceive us without making us feeling *baper.*

> Using LEGO® bricks to visualize a condition is something new and exciting. The discussion is more objective that way.

> Easier to visualize your thoughts using model. What a discovery and new experience for me personally.

> I joined the class without any expectations or skills to build LEGO®. I thought it would be challenging for me to keep up as I have never explored LEGO® my whole life. But the sequence and the skill building and instructions were clear in helping me to project my thoughts and feelings into models. As it turns out, I also learned that we can always try something new

> The LEGO® Serious Play® session provides new insights for personal development. It was far from boring and significantly contributed to improving creativity and innovation.

> To answer through model is harder than just doing it verbally. But it also help us to really think what is the most important thing that we want to convey, not just saying the cliché because we need people to understand our model as well

> This approach help us to understand team in a personal way and to try to empathise with their viewpoints with no judgment

Our Detail Service Offering: Strategic Talent Placement

Strategic Talent Placement – Our Competitive Advantages

ASSESSMENT & PROFILING TEST

We are able to conduct assessment and profiling test for selected candidates upon request (additional charges will apply depending on the test).

NO RETAINER FEE

You are not required to pay upfront fee to secure our strategic talent finder services. Invoice will only be issued when you recruit one of the candidates referred by CTG.

BEYOND RECRUITMENT SERVICES

We are not only recruiters who source your candidates. While the final decision is yours, you can always consult with our consultants who are HR professionals with extensive experiences in the field.

TERM OF PAYMENT

We offer flexible term of payment. You are not required to pay full amount of placement fee on the employee's first day of employment.

CONTACT US

"Closing the gap with the best fitted solution"

CTG⁺

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