



The Business Consultant & Organization Development Platform

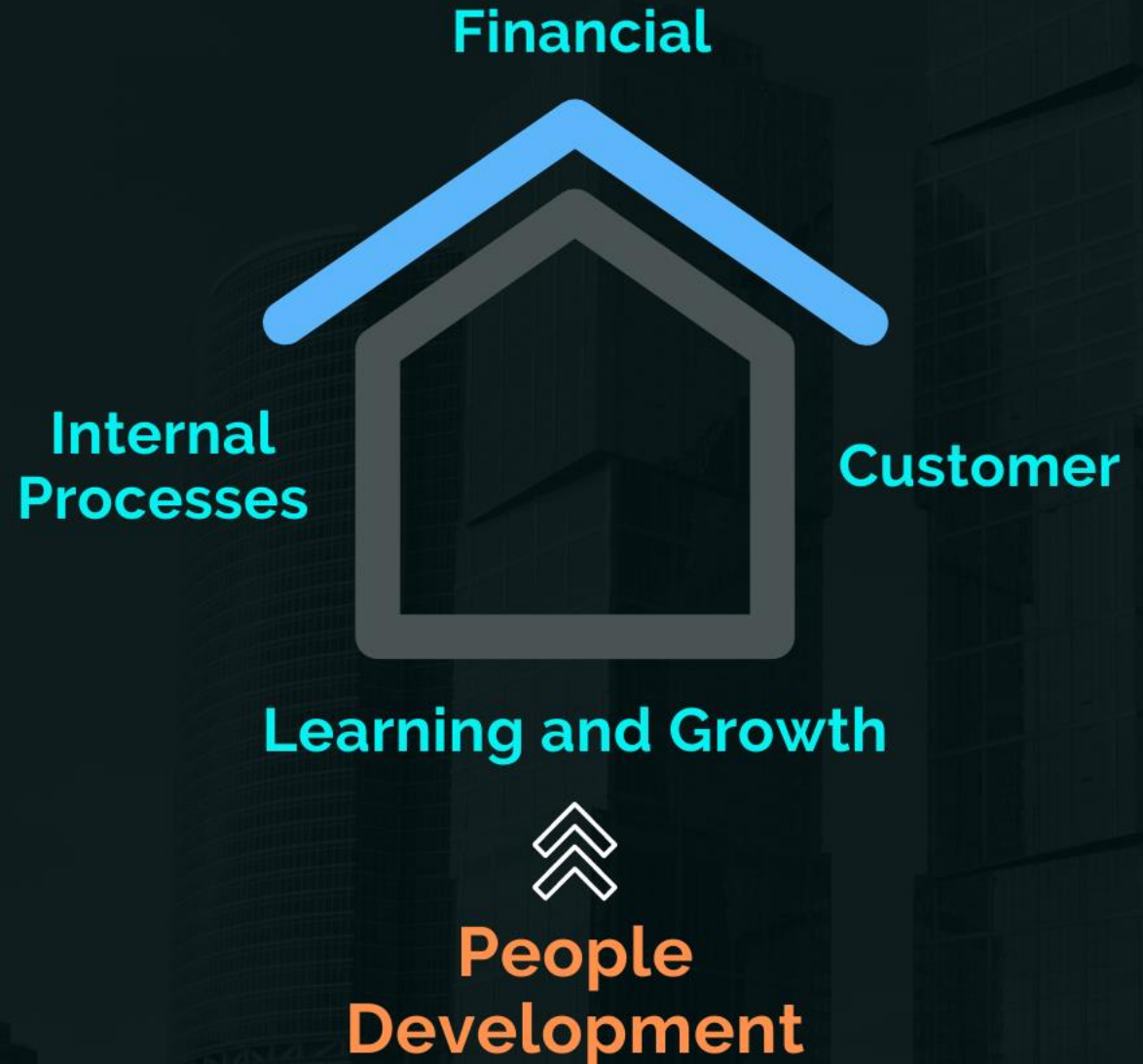
## Human and Capability Enhancing Transformation for Business Growth

**"We Innovate Talent for Your Organization"**

We assure the improved performance of the...

# 4 Elements for your Business Growth

**Human Development** helps improve the Organization's Performance in four aspects.





# Tailor Made!

With our platform, we consult and make the

## Customized Design Program

particularly for your organization.



# Our Services



**Organization Transformation Consultant**



**Retail Business Development Program**



**Change Agent and People Development Program**



**ROI and Impact Oriented!**

# Our Process

Along the journey, we carefully create your program through our sophisticated process.



## Business Requirement

Acquire your business requirement to meet the same goal.



## Impact Expectation

Agree the impact to your business from the designed program.



## Design of Learning and Developing Journey

Design program according to your requirement.



## Enable 70:20:10

Enable 70:20:10 model to generate learning experience and lead to business impact.



## Performance Evaluation

Evaluate business impact.

# 70:20:10 Model

Learning Experiences for the Organization

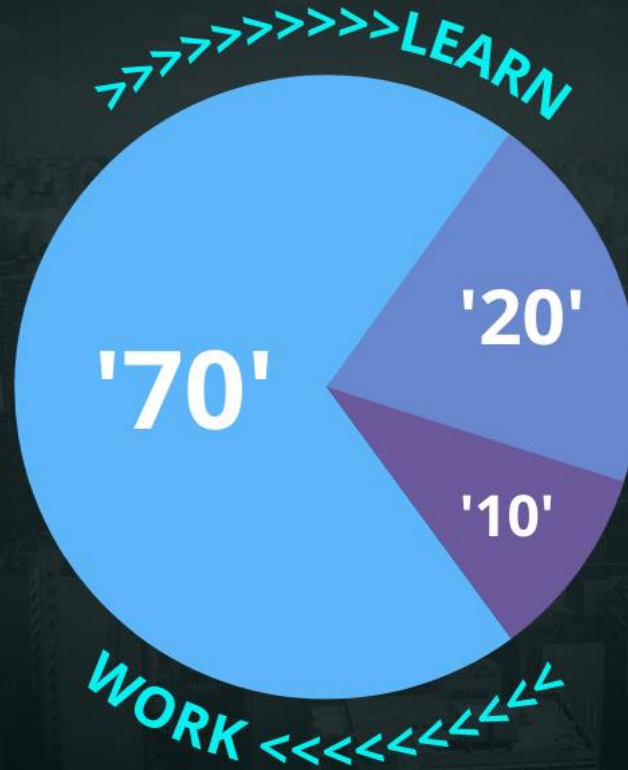
Adjusting the organizational focus from solely developing formal learning solutions to integrating learning in the workflow.

## Experience

Experiential Learning

New and challenging experiences which helps workers solve problems  
reflective practice

**70%**



## Exposure

Social Learning

Communities, Networks, and Shared Coaching and Mentoring Feedback

**20%**

## Education

Formal Learning

Structured Courses and Programs

**10%**

# Kirkpatrick's 4 Levels of Evaluation



**Drive Learning To "Business Performance Impact"**

4 levels of evaluation is the method we evaluate learning result, changing way of work, and business performance impact.

# Example of 4 Levels Evaluation for Successor Development Program

The illustrated steps are the levels of evaluation which could be implemented to your organization for the best result of business transformation.



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## As-is Process Identificaiton



# LEAN SIX SIGMA <sup>σ</sup>

Lean Six Sigma is the improvement methodology to eliminate or reduce waste to improve overall efficiency of your operation and business process.



**To-be Process with  
Potential Solutioning**



**Robotic Process  
Automation  
(RPA)**



**Standardization  
Streamline  
Elimination**

**To-be Process  
Implementation**



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# Retail Business Development Program

Can be applied to...

**Sales Manager**



**Sales Advisor**



**General Manager**



**Services / Parts /  
Aftermarket**



**Services Advisor**

# General Manager Program

6-12 Months Program

## PHASE I (Virtual ILT or F2F)

Business Overview of Automotive Dealership

Module 01: **Processes in the Dealership**

Module 02: **Workflow and Process Management**

Module 03: **Business Management and KPIs in Dealership**

Module 04: **Sales Model for Automotive Business**

Module 05: **Marketing Strategy**

Module 06: **Vision, Strategy and Targets**

## PHASE II (F2F)

Leading Self and Leading Others

Module 07: **Self and Time Management**

Module 08: **Motivational Leadership**

Module 09: **Effective Personal Leadership**

Module 10: **Conflict Management**

Module 11: **Decision Making Process**

Module 12: **Communication**

Module 13: **Organizational Development and Change Management**

Module 14: **Recruiting**

Module 15: **Employee and Team Development**

● 4 Levels of Evaluation ●

# Sales Advisor Program

6-12 Months Program

## PHASE I (Virtual ILT or F2F)

Sales Process and Product Knowledge

Module 01: **Automotive Sales Process**

Module 02: **Product Knowledge**

## PHASE II (F2F)

Advisory Selling  
and Customer Management

Module 03: **Sales Conquest**

Module 04: **First Contact**

Module 05: **Need Analysis**

Module 06: **Present Your Product**

Module 07: **Test Drive**

Module 08: **Handling Objections**

Module 09: **Negotiation**

Module 10: **Handover**

Module 11: **Loyalization**

## CERTIFICATION

● 4 Levels of Evaluation ●

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Retail Business Development Program



**Change Agent and People Development Program**



**ROI and Impact Oriented!**

# Example of Change Agent Program



## LEADING SELF

- Leading Mindset
- Essential Skills



## LEADING OTHER

- Stakeholder Management & Collaboration
- Team Management & Cultural Intelligence



## LEADING BUSINESS

- Entrepreneurship Mindset & Business Acumen
- Complex Problem Solving
- Change Management & Change Agent
- Digital Mindset & Digital Culture
- Digital Business in Action

# Our **Growth Program** for Interpersonal Skills & Organization Transformation

## Samples of Skills You Need

"The people with whom you work reflect your own attitude. If you are suspicious, unfriendly and condescending, you will find these unlovely traits echoed all about you. But if you are on your best behavior, you will bring out the best in the persons with whom you are going to spend most of your working hours."

- Beatrice Vincent

**PERSONALITY**

**CONFLICT  
MANAGEMENT  
AT WORK**

**DEEP  
LISTENING  
AT WORK**

**ASSERTIVE  
COMMUNICATION**

**LEADER AS  
FACILITATOR  
CHANGE AGENT  
DEVELOPMENT  
PROGRAM**

# Our Experience





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