

Class 4

Adaptability

Learning Objectives

- 01.** Understand the importance of strong adaptability skills
- 02.** Identify various adaptability aspects in the workplace
- 03.** Practice the right mindset to promote resilience and succeed in career

The future of work

These are some data that shows the future of work, based on McKinsey research and the future of jobs report by World Economic Forum.

23%

New jobs will be gained by 2030 and many will require new skills and talent to fill the positions. 16% of the total hours worked could be automated by 2030.

50%

of companies expect that employees will be working in a hybrid model, one to four days a week.

90%

Companies would adopt Cloud Computing as their technology by 2025, followed by Big Data, IoT, Cyber Security, and AI/ML as their top five technologies.

#9th

highly sought skill is resilience, stress tolerance, and flexibility which emerges this year as one of top 15 skills for 2025.

Source: "What executives are saying about the future of work" [McKinsey Global Institute Report](#), "Future of Jobs 2020", [World Economic Forum](#) Report, "With effort, Indonesia can emerge from the COVID-19 crisis stronger", [McKinsey](#) September 2020 Report,

Why is Adaptability **Critical**?

It will help you to:

Stay relevant and become more valuable anywhere you work

Person who is willing to change, or change conventional ways of doing things will remain relevant throughout their lives because they're open to try new opportunities. This person is willing to try different tools, strategies and techniques to achieve the best outcomes.



World and workplaces are changing faster than ever before. One fundamental lesson we learned from the pandemic is that change will happen no matter if we like it or not, and the person who is not willing to adapt and stay relevant will be left behind.

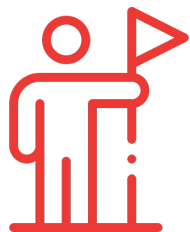
Become more resilient

Ups and downs can happen to all of us. Despite that, an adaptable person will not let anything drag them down and instead bounce back up. The person will be able to adjust their thoughts and expectations to suit their new reality, rather than dwelling on the past or expect things to return to the way we want it, which won't be happening.



Being adaptable means being resilient. And being resilient will get you far in life.

Why is Adaptability **Critical**?



Achieve your goals

Being adaptable means that you will be more flexible in facing changes, working on multiple demands and adapting to new conditions with new and innovative approaches. It also means that a person that practices adaptability is able to stay focused on their goals and easily adjust to achieve those goals.



Minimize stress

Being adaptable helps you to be more hopeful when unanticipated changes happen. Being adaptable will help you figure out how to stay happy and grateful even though you are in an unpreferred situation that you can't change.

Why is Adaptability **Critical?**



Open up self to constructive feedback

As in the case of learning a whole range of critical soft skills, learning to better navigate change and become adaptable can be developed through others' examples and inputs. Being adaptable will help you to open yourself to learn the best practices from anyone, be it from people both inside and external of your organization.

This will increase your horizon and perspective as you will learn from people with diverse background and point of view.

Learning Objectives

From the previous explanation, the needs of having high adaptability skills is necessary to adapt not only to unpleasant circumstances but also to the fast-changing world.

You are a part of the generation which will face the changing workforce post pandemic. Be ready to embrace change and adjust our approach and attitude.

In this topic, we will learn 5 things that we need to adapt in a workplace.

You need to adapt to:

- ✓ Ways of **Working**
- ✓ Ways of **Interacting**
- ✓ Ways of **Achieving**
- ✓ Ways of **Learning**
- ✓ Ways of **Thinking**

Ways of Working

Ways of Working

With Industry 4.0 rapidly growing everywhere, workplaces are facing fundamental changes to the way it operates. While some companies continue to use Industrial Age working practices to the current era (such as hierarchical command system), the Information Age brings changes that push for flexible/smart working and demand for improved work/life balance.

Regardless of where you will work, this section details the various factors that influence the ways of working in a company and how you can adapt yourself to different settings:

- ✓ **Office layout and workplace**
- ✓ **Working hours**
- ✓ **Company culture**
- ✓ **Working tools**

Ways of Working

Office **Layout**

1. Work from Home/ Work Remotely

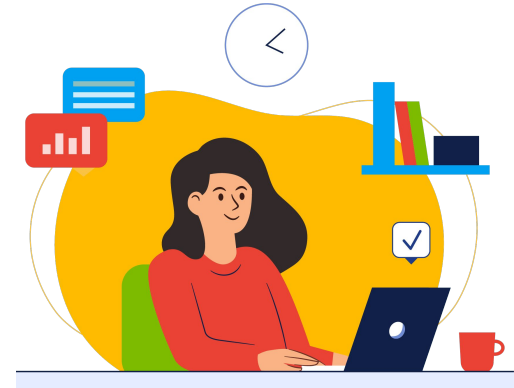
As the name implies, you don't have to come to the office. It is an agile working practice where you are free to work from home or wherever you prefer that is safe and allowed as long as you reach your target.

Benefits

- a. **Increased productivity and performance:** there are numerous reports that attest to WFH benefits on productivity, including one from McKinsey that found 41% of workers enjoyed more productivity during WFH.
- b. Less travel time can make you more productive and **reduce commute stress**.
- c. **Customizable office** of your own: anything that can make you focus easier.
- d. **Work-life balance:** the control over your work schedule can be invaluable when it comes to attending your personal life. Attending online gym class and before completing your responsibilities strongly can be done a little easier.
- e. Everyone has **access to work** despite not living in the same city as the office.

Potential risks

- a. A lack of community feeling and bonding with other team members.
- b. “Out of sight, out of mind” – difficult to communicate with others.
- c. The degree of procrastination can be high; harder to monitor your progress.
- d. Not everyone has the supporting tools and environment.



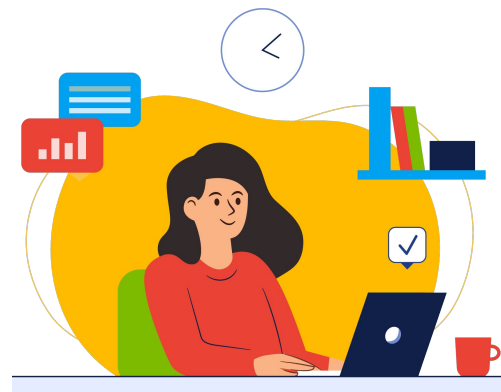
Ways of Working

Office **Layout**

1. Work from Home/ Work Remotely - cont.

How to adapt if your office offers a work from home benefit

1. **Communicate! Trust is key** when you're working from home. Establish your credibility by being contactable and accountable to your deliverables.
2. **Designate a workspace home office** and **define clear working and office break hours**. Talk to your team to ensure that you have the same agreement.
3. **Avoid home distractions** and **communicate your work schedule with family**.
4. While it's tempting to stay at home throughout the week, we humans cannot fully separate offline and social interactions. You still need to build that sense of camaraderie with your colleagues, so make it a habit to **spend some time to catch up** with your colleagues. Share updates, play games, and share stories.
5. **Use productivity tools and get organized**, such as Google Drive, Trello, or any project management tools the company uses, that you can use to sync up everything you do. If there's none, recommend Google Drive as an alternative.
6. **Polish your time management skill**, even in the absence of a supervisor.
7. **Maintain a healthy lifestyle** and don't forget to exercise.



Ways of Working

Office **Layout**

2. Cubicle office layout

Employees have an assigned desk to work, with dividers for each station.

Benefits

- a. You have **storage and space** to keep your things
- b. Guaranteed to **have a working desk**
- c. **Easy to find other people** because they are sitting at the same working station
- d. Teams **sit together**
- e. Working station **can be personalized** and make you “feel at home”

Potential risks

- ⚠ People **rarely get connected** with people who are not sitting near by them.
- ⚠ The **leaders are usually have their own room** and separated from the team. This may cause a distance between the leaders and its team.



Office **Layout**

2. Cubicle office layout

Employees have an assigned desk to work, with dividers for each station.

How to adapt if your office is using traditional layout:

- ✓ **Be proactive**, get out from your cubicle to reach out other people outside your team.
- ✓ Don't hesitate to **ask for permission** to go to the manager's room if you need to see them.



Ways of Working

Office **Layout**

3. Hot Desk office layout *(see picture)*

Employees don't have an assigned desk. Everyone can use it as they need.

Benefits

- **Build an open culture**, where everyone can approach anyone.
- **Easier to arrange a discussion** with other people because lots of space can be used.

Potential risks



Not guaranteed to have a working desk where you can put your belongings on it.



Hard to find other people because they can sit anywhere.



Sometimes it can be **uncomfortable when you need more privacy and to concentrate**.



Ways of Working

Office **Layout**

3. **Hot Desk office layout** (see picture)

Employees don't have an assigned desk. Everyone can use it as they need.

How to adapt if your office uses hot desk layout

1. You might **meet different people sitting next to you**. It's your chance to get to know them better, so say hello to them. Who knows that their expertise could help you on your ongoing project.
2. Assign a locker to yourself and **store your belongings there**. That way the desk can be used by someone else while you still know where to look when you need your documents.
3. Using earphone to **create your "personal space"** is ok, but don't forget to **make social connections at times**. You don't want to create an image that you are unapproachable.



Ways of Working

Office **Layout**

4. Hybrid-remote layout

A mixture of home and office working, which has seen a rise during the pandemic and might become the way forward in the future for many companies. You will need to come to the office while having some work days at home. Balancing the etiquette for these different ways of working will be key to achieve success.

Benefits

- a. **Retaining flexibility** while having the capacity to meet your peers and work on projects that require participation, which will be good to foster a sense of team.
- b. Facilitate a way of **maintaining healthy work-life, professional-family balance**.
- c. **Maintaining the benefits** you received under WFH and office arrangement.

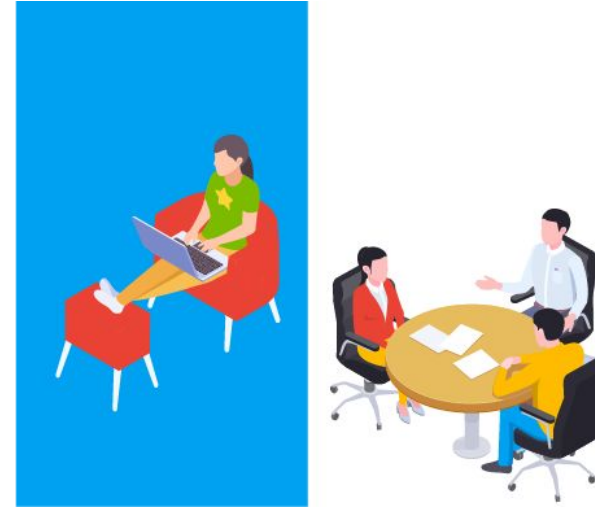
Potential risks



Juggling between schedules and professional attitude between different arrangement, which require adaptation and re-adjustment.



Travel and commute time will affect your scheduling and may cause stress. Workers outside of the city need to **move to adapt** with the new way.



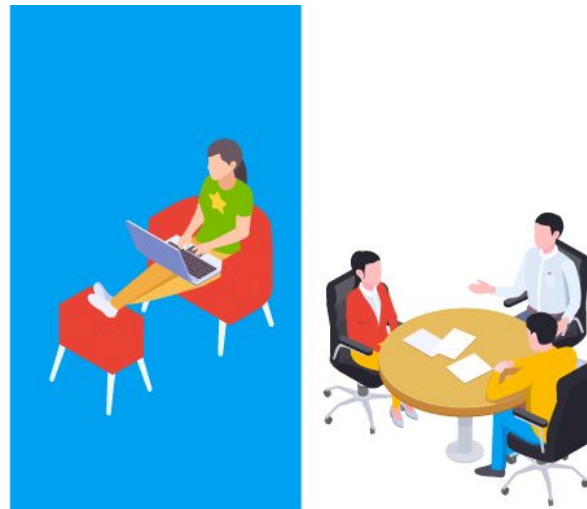
Ways of Working

Office **Layout**

4. Hybrid-remote layout

How to adapt if your company applies a hybrid model

1. **Communication is still king.** Regardless where you work, you need to remain connected and updated with the rest of the company. Use supporting communication channels to help you contact each other.
2. **Switch and adjust your working style.** Working and meeting face-to-face and virtually where you don't have to turn on your camera require different skills and attitudes. You will need to pay attention to your communication style, implicit communications, and continue to practice active listening.
3. **Plan your work schedule** appropriately based on whether you have to work at the office or home. Take note of your commuting time if you have to come to the office, and maintain your work schedule if you're at home.
4. **Revisit the recommended office layout approaches** explained in previous slides to find the balance that suits you the most when you work under the hybrid mode.



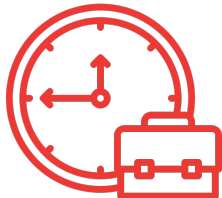
Working Hours

1. Fixed hours

Employees work with fixed working hours, e.g. 9am to 5pm

Benefits

- a. Predictable schedule of all employees
- b. Team members work in the same pattern
- c. Easy to arrange meeting



Potential risks

- ⚠ Hard to do something else outside work, especially during weekdays
- ⚠ Prone to boredom because it's monotonous (day in, day out)

How to adapt if your office implement fixed hours

- 1. Put some activity after or before office hours to avoid the boredom, e.g. after hours jogging
- 2. Optimize your weekend to do other things aside from working

Working Hours

2. Flexible working hours

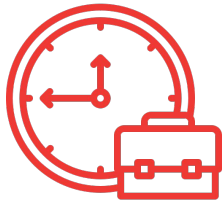
Employees don't have a fixed working hour; they can start and finish working anytime, as long as they fulfil business needs as required.

Benefits

- Have autonomy to arrange personal matters during weekdays, especially true for you who have or will have a family.
- Less likely to get bored, because you may have different schedules every day at your own arrangement.

Potential risks

- ⚠ Hard to coordinate with other people because everyone has different working hours.
- ⚠ Tempted to not proportionally schedule the work over personal matters.
- ⚠ Your managers may struggle with knowing what you are doing if they can't see you and assume that you are not as committed as those who come into the office.

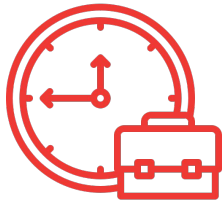


Working Hours

2. Flexible working hours - cont.

How to adapt if your office implements flexible working hours

1. Make sure that you keep your work counterparts informed of your work progress and on when you will finish your tasks.
2. Set your own work priority (recall “Time Management” module) and focus on completing it based on its importance.
3. Always maintain continuous communication with your managers, tell them what you are going to work on in the day, and report anything that you’ve done or feel confused about. Don’t let them stay in the dark regarding what you are doing, else you risk your reputation as a team player.



Working Hours

3. Freelance / Part-time

If you're hired as freelancer, you don't follow a specific set of working hours. Depending on your agreement with the hiring company, you will be typically assigned in a single project and your employment will be terminated upon completion of the project.



Benefits

- You can be employed by more than one company and have various tasks at the same time.
- Opportunity to kick start something you are passionate about while still earning an income.

Potential risks

- ⚠ Your working style might not be compatible with the hiring company due to a lack of knowledge of how they work.
- ⚠ Capacity planning can be tough when you're inexperienced.
- ⚠ Most of the times you won't be viable to receive the benefits offered to full-time employees.
- ⚠

Working Hours

3. Freelance / Part-time - cont.

How to adjust your working style if you choose the path of a freelancer / consultant:

1. Always manage expectations with the hiring company. Ensure that each employer is fully aware of your capability and commitment. Put it down in your contract so no misunderstanding will occur in the future.
2. Check your capacity first before committing to a job. Don't take on more than you can handle.
3. Keep every commitment. If you say "yes" to a job, you should see it through until the finish line. Juggling part-time jobs requires dedication and discipline. Brush up your time management skills and be organized on your priorities and deliverables.



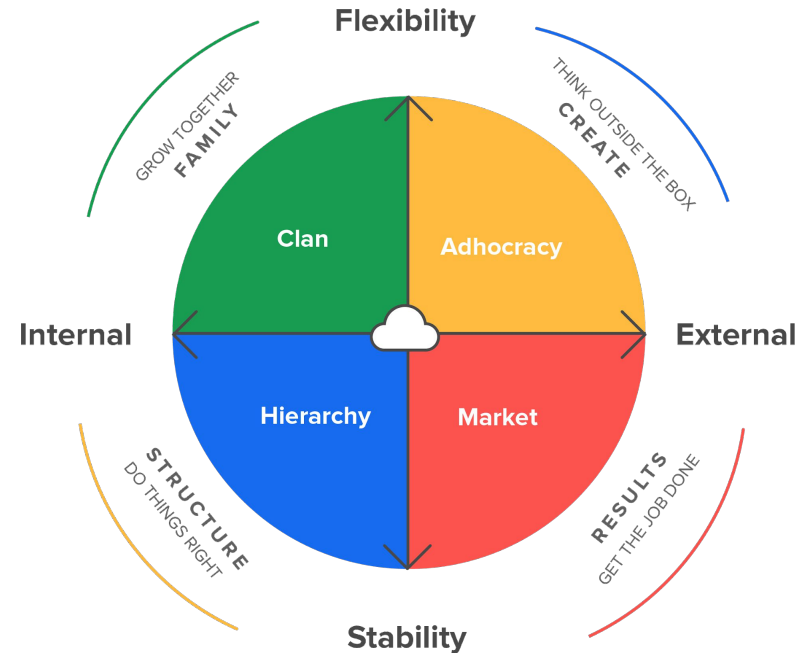
Ways of Working

Company Culture

Company culture is a sum of collective behavior, attitude, and mindset that the employees exhibit consistently. Culture is something that is intangible yet observable.

Understanding the company's culture will **help you to be more aware** of what the company and our colleagues expect you to do or behave. Culture can vary from one company to another depending on their business needs.

The framework on the right depicts the types of culture you may find in a company, which is determined by the needs of the employees (axis y) and the focus of the company (axis x).



Source: Organizational Culture Assessment Instrument, developed by Robert E. Quinn and Kim S. Cameron, University of Michigan

Ways of Working

1. Clan Culture

Clan cultures have a friendly, collaborative culture and can be compared to a large family—a clan—where people understand each other well and strive to find common grounds. As such, they often promote participation, teamwork and consensus to ensure that clients' and employees' satisfactions are met. Leaders are seen as mentors, rather than a figure to fear.

Example

Tokopedia is well known for creating a “Nakama” (friend) culture that strives to create an environment where every family member acts in the best interest of Tokopedia's customers, partners, and their fellow nakamas. Creating a mutual growth and positive experience are some of its pillars.

2. Adhocracy Culture

An adhocracy is a dynamic and innovative environment where employees are willing to take risks. Companies with this culture promote individual freedom and initiative. Growth in products, services, and resources are high priorities.

Example

Google's reputation as an innovation giant exists for a reason. Its relentless search for better solutions has formed the core of the company's culture since its founding. It sees its employees as entrepreneurs and often as “visionaries,” so employees must not be afraid to show their ideas to their team, even if the chance of success is low, as mistakes are seen as learning.

Ways of Working

3. Hierarchy Culture

This type creates a highly structured workplace where processes and policies are essential to the business. You will know who is in charge as there are clear divisions of responsibilities. As an employee, you will also be expected to heavily rely on data as backup of their decision and argument. Because of this, procedures tend to dictate what employees do and how they work, leading to a predictable, reliable, and efficient delivery of work.

Example

From government organizations to corporates and small businesses, they all demonstrate some of the elements of the hierarchy culture in day-to-day operations, as they all require careful processes and some chains of command to ensure smooth work process. The banking industry is a good example.

4. Market Culture

Companies with this culture demand a fast-paced, competitive, and results-based environment with a strong external (i.e. the market) focus. While this environment could be startling for newcomers, it actually encourages you to quickly learn new skills and reach new heights faster than the other types of culture.

Example

Amazon's Jeff Bezos is well known for creating a customer-centric culture that enables the company's business capacity to respond to the demands of the e-commerce market.

Ways of Working

Often the majority of companies adopt a mixture of culture types. For example, a company doesn't want to have too much structure or too many policies that restrict their employees, so they implement an adhocracy culture as a secondary culture.

Regardless of the types of cultures implemented in your company, there is always a "culture shock" that can cause exhaustion and may take a long time to adapt to.

Here are some tips to adapt

1. Be kind to yourself

No-one is able to master a new culture in less than a week. Don't beat yourselves up because you haven't been able to "get it" quickly. Also don't compare with others the speed by which you adjust to the new culture, as culture shock is different for each individual. It takes time; be patient.

2. Work with an open mind

If you have difficulties or discomfort with the culture, share it with your manager or trusted friends, asking for their feedback on what areas you can improve, and ultimately strive to achieve a mutual understanding.

3. Be flexible, but know your limit

We all have our own life values and purpose. If you find out that the culture of the company is against your core values, clarify it first with the trusted person (the leader or someone who has already worked for quite a long time at the company). If you can find common ground between your and the company's values, try to adjust. If you're unable to do that, you can make the decision to leave the company.

However, be careful before you send your resignation letter. Don't base your decision on the emotion of a one-time event. You should be able to differentiate between defending your core values and pushing yourself out of your comfort zone. You can also challenge your thoughts with someone from outside of the organization. e.g. with someone who knows you well and you trust to give a second opinion.

Ways of Working

Working Tools

Working tools in each of company may be different, but you need to learn and adapt our ways of working with the tools they're using to enhance the team's productivity. These are example of the tools that company usually use:

Communication tools

WhatsApp, Google Meet, Webinar, email, Telegram, Slack

Productivity tools

- 1) To store files and documentation: Google Drive, Keynotes, Evernote
- 2) To manage project, collaborate, and capacity plan: Google Suite, Trello, Jira, Airtable, Monday
- 3) To keep your schedule in track:, Google Calendar

Internal process system

SAP, in-house management system (a system built by the company itself)

Tips to adapt with unfamiliar tools

1. Don't hesitate to ask your peers on how to use them.
2. Some tools need practice and extra effort to operate, use Youtube and information on internet to learn it, try to use it at home if possible.
3. If you have experience using the same or similar tools, don't assume that everything is the same. clarify to someone else on how the tools are used.



Ways of Interacting

Ways of Interacting

Some of challenges we're facing when interacting in a workplace:

1. Wide range of age

In a workplace, we may face coworkers, leaders, customers, with wide range of ages. People usually divide them into several generations such as Baby Boomers, Gen-X, Gen-Y (millennial), Gen-Z, etc. However, we don't want you to be trapped into having certain stereotype of each generation. At the end of the day, we're all humans that have our own uniqueness despite our generation.



How to overcome?

- a. **Be positive.** Resist the thoughts to not easily judge others by their age. Simply don't put barriers to talk with someone older or younger than you.
- b. During your first couple of months, call everyone with "Mbak", "Mas", "Pak", "Bu", or "Kak" until the person ask you to stop calling them with that salutation. It shows respect as you don't know how old they are yet, they might be older than you are.
- c. **Find common ground.** Despite the age difference, there might be things that you and your colleagues share with each other, such as same hobby, fans of same sports club, same favourite food and the like that could start forging that connection.

Ways of **Interacting**

2. Language barriers

Nowadays, with the borderless economy, the workforce is more diverse. You may work with 2 or more different nationalities and languages. That's why language can be a potential challenge.

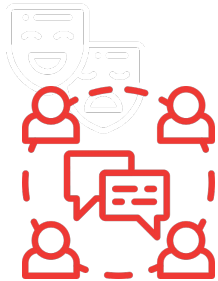


How to overcome?

- Don't hesitate to ask** or clarify if you have difficulties to understand a language.
- Be inclusive**, some words might feel offensive for people from other nationalities.
- Courage to try**. Don't wait until you feel that your skills in speaking and writing in foreign language is perfect. It will never happen unless you practice continuously.

Ways of Interacting

3. Different communication preferences



As we have learned in Professional Communications Module, each one of us is unique, we all have our strengths and preferences. The failure to embrace the differences among us caused major problem in adapting and connecting to others, i.e. some people prefer to talk directly and short, while others expect more explanation and details. If we fail to understand this, it's hard for us to connect.

How to overcome?

- a. **It starts from self awareness.** You need to deliberately learn about who you are and how you communicate when interacting with others.
- b. **Understand others' preferences** by observing how they talk, think, and interact.
- c. Try to **adapt to others' communications preferences** when you're asking something.
- d. Keep in mind that **everyone can change and adapt**.
- e. **SMILE!** Respect is key in building relationships. Give your sincere smiles and most hospitable greetings to break the ice and build relationships.

Ways of Interacting

4. Different personalities

What do you need to observe within yourself and in others in order to understand their personality or preferences? Recall our learning in “Professional Communications” about various people’s personalities.

As additional information, let these questions guide you along your interactions.

1. How do I/they “recharge” their energy? By being alone or with someone else?
2. How I/they make decisions: Is it based on feeling (emotions) or thinking?
3. The way I/they talk: straightforward, detailed, unstructured, or cautious?
4. The words I/they use most of the times: “It must happen now!”, “I need more information before I make a decision”, “Let’s try new things”, “I need to ensure everybody’s happy with this”.

Example

Timo is a Data Engineer who works in a startup company. Due to the improving health situation, his office is applying a new work regulation where employees work in a hybrid arrangement that sees an employee working from home for 3 days and work from office for the remaining 2 days. Timo has to re-adapt his work routine after spending the last 2 years working from home and having call meetings. This situation made Timo nervous as speaking directly in a face-to-face environment made him unable to express what he thought comprehensively.

Despite that, Timo is known as a very meticulous person who pays attention to every minor detail of his work. Tika, who is an expressive type, despite her preference for talking directly to others, knows that interactions with Timo cannot be productive. When she asked Timo to work on a project, she decided that it’ll be more time-effective and helpful for Timo if she emails him the information, detailing every thing that could help Timo.

Adjusting to other people’s processes does not equal of you being a submissive person; rather it positions you as a team player, not to mention make it easier for you to push your own projects through. The next time you’re asked by your colleague, let them know your work preference, so it becomes clear for all.

Ways of Interacting

5. Online/offline and face-to-face/written interactions

While many workers are currently still working under the work-from-home arrangement, some have already returned to their office routine, and many companies are currently planning to introduce hybrid work model.

Juggling the way you interact, behave, and shift between the offline/online norms is imperative to facilitate collaboration and get your work done.



How to overcome?

- a. **“Show up” differently when meeting online and offline.** While we’re getting comfortable with virtual interactions, nothing can entirely replace face-to-face communications to build trust and collaboration due to nonverbal information.

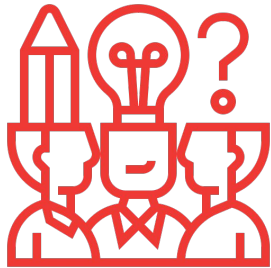
Meeting your peer face-to-face, having a firm handshake, and laughing with them in a physical presence forms a different kind of bond than can be achieved virtually. If you’re used to have a meeting with your team on the bed, it’s time to brush up your knowledge of professional etiquette.

- b. **Master the “how-to” of various communication channels.** No matter your work arrangement, communication is key. Get organized and find solutions together through the appropriate channel to avoid miscommunication.

Ways of Achieving

Ways of **Achieving**

Achieving something by **ourselves** VS through **TEAMWORK**



Most of us are well trained to work individually, because since college, we were mostly being assigned for individual task and must achieve it by ourselves.

In the workplace, things are done differently. We need teams to achieve or accomplish our task, because what we do is connected with what the other employees are doing and the broader vision of the company.

Hence, achievement in the workplace is not only measured from the results, but also through the process, understanding, and interactions with other people and their values.

Examples of Job Promotion Indicator and Process for Entry-Level IT Employee in Various Workplaces

Tech Companies

1. KPI-based competency assessment reviewed by supervisor
 - ✓ Technical skills: High competence in all of the required competencies listed in the job description
 - ✓ Soft skills: Communication and teamwork
2. Review with supervisor to discuss challenges and achievements
3. Peer review to consolidate the employee's performance

Source: Kalibrr Research on Job Promotion Indicator, N=12 from various industries: Consulting, Advertising, E-Commerce, Banking, Transportation, Financial Services

Examples of Job Promotion Indicator and Process for Entry-Level IT Employee in Various Workplaces

Corporates

1. KPI-based system that assesses:
 - ✓ Technical skills: High competence in all of the required competencies listed in the job description
 - ✓ Soft skills: Communication and teamwork
2. Satisfy minimum years of service
3. Manager appraisal and recommendation
4. Training and examination

Source: Kalibrr Research on Job Promotion Indicator, N=12 from various industries: Consulting, Advertising, E-Commerce, Banking, Transportation, Financial Services

Examples of Job Promotion Indicator and Process for Entry-Level IT Employee in Various Workplaces

Consulting Firms

1. KPI-based system that assesses:
 - ✓ Technical skills: High competence in all of the required competencies listed in the job description
 - ✓ Soft skills: Various interpersonal skills, particularly on: collaboration, resilience, and communication
2. Review with career counselor and supervisor to discuss challenges and achievements
3. Discussion among cross-project supervisors and managers to determine who will be promoted

Examples of Job Promotion Indicator and Process for Entry-Level IT Employee in Various Workplaces

Agency Firms

1. KPI-based system that assesses:
 - ✓ Technical skills: High competence in all of the required competencies listed in the job description
 - ✓ Soft skills: Communication and teamwork
2. Review with supervisor to discuss challenges and achievements
3. 360 review, where employees who have worked with the employee can assess their performance
4. Discussion among cross-division leaders and managers to determine who will be promoted

Ways of **Achieving**

It is then apparent that achieving success in the workplace doesn't only entail your ability to adjust how you work, but how you collaborate and how you are perceived by your future co-workers will also become a determining factor of your success.

*"There's no such thing as a self-made man.
We are made up of thousands others."*

– **George Matthew Adams**, Author



Group **Dynamic** and **Cohesiveness**

All team-working situations are fundamentally about working with other people. A group strives to complete tasks and support its members in carrying out said tasks.

As a member of the group, the skills you've learned in previous modules, i.e. Time Management and Professional Communications, play an important role in completing the assignments given to you within the group.

As a group, however, all members need to aim to establish **group cohesiveness**, that is, a way to maintain understanding and collaboration among team members and prevent conflicts from occurring.

Two ways to achieve this is through setting:

1. **A sense of purpose:** a guidepost that helps people face up to uncertainties and navigate them better to spark cohesion and achieve common goals. This sense of purpose can arise from individual purpose that is articulated in a person's working life and interlinked with the company's vision.
2. **A group norm:** a standard of behaviour and attitude that applies to all team members and should be adhered to in order to reach the goals—in other words, the group rule, mantra, or alike.

Connect to something **bigger than yourself**

Many research have found the positive impact of having a sense of purpose as a driving force in the workplace. A McKinsey report conducted during the pandemic has found that employees who feel that they are actualizing their purpose at work report **increased level of wellbeing 5x higher** than those who don't feel the same way.

Not only it improves health, a strong understanding of your life purpose in your career helps you to improve organizational commitment and motivation, as it allows you **to navigate uncertainty by focusing on goals, not activities.**

Source: "Igniting individual purpose in times of crisis" [McKinsey Quarterly](#) Report 2020.



Connect to something **bigger than yourself**

We all seek fulfillment from work and we strive toward something personally meaningful or valued. **Start asking yourself these questions**, and connect the dots between your interest and experience.

1. What are your intrinsic strengths?
2. What interests would you like to explore?
3. How do you add value based on your strength and interest to others, be it your family, loved ones, or the broader community?

While it may be too early to realize, a purpose brings you closer to success, fame, and fortune. **It's never too early to start thinking of your purpose.**

“

No matter the challenge, people who are able to draw energy and direction from A PURPOSE will pull through with more RESILIENCE and bounce back better afterward.

Example of Group Norms

Though group norms are often set by the group leader, an effective group should be open to any inputs and feedbacks from its members, because group achievement depends on the capacity and effectiveness of everyone present, not solely on one person or the leader.

As such, don't be afraid to voice your ideas when setting up a norm: just make sure that everyone in the team agrees and you, yourself, are able to follow them through.

One example is Jeff Bezos's "two pizzas rule." The more people packed into a meeting, the less productive the meeting will likely be. The solution? Never have a meeting where two pizzas couldn't feed the entire group. Less is more in meetings.

Other examples include:

- ✓ No random browsing during meetings
- ✓ Begin and end meetings on time
- ✓ Show respect to other members of the group and their ideas
- ✓ Listen carefully to the current speaker
- ✓ Do not talk or hold side conversations while others are talking
- ✓ Be prepared before the start of a meeting, do your homework
- ✓ Be polite and courteous

Take an
inquiry stance.

Ground
statements in
evidence.

Assume positive
intentions and
take responsibility
for impact.

Stick to
protocol and hear
all voices.

Start and
end on time.

Be here
now.

Ways of Learning

Ways of Learning

Technology changes the way people learn. Nowadays knowledge and information is inclusive: we have equal opportunity to access any knowledge we want to learn.

The challenge of learning today is no longer about knowledge availability, but:

1. **The ability to understand** what topic we should learn to keep us relevant
2. **The ability to search** / using keywords the most suitable course to take
3. **The ability to keep our focus** to complete the course we have signed in.

Tips on how to have an effective learning

1. Understand well the main reason on why you need to learn something new. It can be a new career plan/ promotion you want to get.
2. You may want to take a look at several available courses and take a look at the previous users feedback to make sure that the learning material you about to use is relevant to the reason you start to learn.
3. Now is the era of bite-size learning. "Learn small, learn often".
4. Know your learning styles. Some people prefer auditory, visuals, or kinesthetic to absorb knowledge better.

There are many other ways to enhance our skills and knowledge in the workplace

- **more than the assigned training program from office, such as:**



Mentoring



**Asking for new assignments
or participate in office
projects/ events**



**Getting involved in a
professional community**



**Use internet-based
sources such as online
course platforms**

In the next slides, we will be learning the importance of the points above and tips on how you can maximize them for effective learning that can stimulate your career advancement.

1. Mentoring

It is a proven fact that a mentor can help you gain relevant skills you need to excel your career. Mentors can share their real life knowledge, work methods/ techniques, practical tips and advice to make sure that you are adopting the most suitable work method and not repeating the same mistakes they did previously. Further, mentors are objective as they have no other plan but to make you success, they will not share what you want to hear but what you should know. A good mentor will also share their networks with you that will be useful for your further career.

Here are some tips for you to find the right mentor:

- **Identify why you need a mentor.** You need to understand why you need a mentor. For example, start by identifying what you want to be in the short term (e.g. within a year) and in the long term (e.g. within 5 years). You should do this approach to define who should be your mentor in order to achieve your goals.
- **Identify the potential mentors.** After you define what you want to be, you can find a mentor that has a suitable career track for your goal. You may want to list the names of potential mentors who are in your inner circle, maybe someone from your family or who works in your organization or has graduated from the same university as you. You could try to google a senior manager or director with relevant keywords and find their online profile first.
- **Approach your mentor politely.** You have learned about how to build a network and approach someone. Be polite and humble when approaching a potential mentor, and ask if they are available to be your mentor.
- **Come prepared.** After you find your mentor and decide to have a meeting, prepare yourself well. List all questions you need to ask your mentor and all things you want to learn from them. List challenges you have at the moment, and ask your mentor for advice. The most important thing is that you should be ready listen and learn from your, not to confirm what you have in your head.
- **You might not need to meet your mentor in person all the time.** Your mentor might be a senior leader that might not be available to meet you in person frequently. You can leverage technology to talk with your mentor and ask for their advice.

2. Asking for new assignment or work in company projects

By involving yourself in a new working culture, it will allow you to learn a lot of new things such as working with new team members, learn to act more than an employee but as a business owner. Learn new technical and soft skills, feel accomplished. Further, employers are looking for employee that has initiative who is willing to work more than what is told, being able to identify things that need to be improved and willing to take responsibility to improve that. Working on something new and successfully accomplish that well, will not only be beneficial to improve your skills but also will be good for your career. Though this might not be the case for some working conditions. In some working culture, new hire might be seen as overstepping when they are initiating new initiatives. Find below tips to ask a new assignment from the your managers.

Tips for you to ask for new assignments from your manager:

- **Think like an entrepreneur.** As you volunteer to work on something new based on your own request, you will be required to think like a business owner. This means that you should try to think how your work might impact the business and not just wait to be told what to do.
- **Identify the new initiatives that you can work for.** You should start by identifying the assignment/ project you would like to work on. One example is that you can work on new initiatives that are explained during the meeting by supervisor/colleagues. You can also try to think of initiatives yourself by assessing current work processes that you think should be improved in term of delivery result or time, or finding gaps/ opportunities that your company is not exploring yet.
- **Know what skills you excel at and want to improve when working on the new assignment.** You should understand what skills you need to tune up in order to accomplish the new work you asked for. You can do your own research online and/or ask someone that has done similar things before to understand what specific skills you need to master.
- **Sell it.** Create a work plan that involves goal, objectives, cost, work delivery and timeline and share it with the management. You can start by explaining it to your friends, supervisor and then to your supervisor's supervisor. If you are planning something new, you can ask your friends and supervisor before talking to a senior manager to see if there is anything to be improved from your plan. It will also make them feel involved to your initiative and increase their support and engagement to it.
- **Do not forget your current responsibility.** Working on something new is exciting. That said, ensure that you're still able to manage your time well. Do not make a wrong priority and neglect your current responsibility.

3. Get involved in community

There are many professional tech communities, be it online and offline. Some of the active online professional communities are:

1. [PHP Indonesia](#)
2. [Codepolitan](#)
3. [Kubernetes](#)
4. [Data Science Indonesia](#)
5. [Cloud Computing Indonesia](#)
6. [ID Big Data](#)

By being the community members, you will expand your network with similar work background, being able to ask and receive feedback realtime, and learn from the experts through offline meetup. Find below tips to find and gain the most benefits by participating in a professional community.

Tips to get the benefits of participating in a professional community

- **Do your own research.** Find the community online and check on the communication platform / thread. You should check if the thread is active with people sharing their knowledge. You can also check on the thread admin and Google them. Make sure that they are professionals in the specific area that you want to learn more.
- **Be polite and be aware of the community guideline.**
- **Register yourself to volunteer.** Professional communities usually arrange a sharing session offline meetup. If the meetup will be held in the city where you are at and you have some free time, there is nothing to lose by becoming a volunteer. You can take this opportunity to get to know the members in person and strengthen your relationship with them. The meet-up will also give you a real life insight into work that you haven't faced before and is different from the theory you know.

4. Use Internet-based sources such as online course platforms

As learning becomes more inclusive nowadays, you can basically learn everything as long as you have a device and Internet connection. Online training also allows you to learn at your own pace and decide what you want to learn. Define what training you want to take, which platform to use, and maintain your commitment/motivation to complete the course. Below are the 5 recommended online learning platforms for you to use, and the cost.

The most 5 used learning platforms and the cost

1. LinkedIn Learning (monthly subscription) - LinkedIn Learning provides a large range of comprehensive video courses taught by industry experts in software, creative, and business skills. LinkedIn Learning doesn't offer any free courses, but they do offer a 1-month free trial which will give you full access to all its 16,000+ expert-led courses and other resources.
2. Udemy (start from IDR 154.000/ course) - Udemy has more than 100,000 online courses. In addition to classes in tech, business, and marketing, you can also explore options in productivity, health, hobbies, and lifestyle. In Udemy, you can read the reviews of former students before signing up to any of the courses, so you can make a more informed decision.
3. Coursera (varied - prices are listed) - If you are planning to study for an undergraduate or postgraduate degree from a top global university online without having to pay a high fee, this site is the best option for you. Coursera also offers technical short training, created and taught by professors at top institutions nationally and across the globe. Their universities include Princeton, Johns Hopkins, Stanford, and many more.
4. Binar Academy (varied - prices are listed) - Binar Academy offering varied courses such as Full-Stack Website Development, Android Engineering, UI/UX Research & Design, Product Management, Business Intelligence Analysis, Business Intelligence Engineering. Binar offer 2 category of learning namely silver where you can get a free learning through Binar Academy mobile apps, and premium (bootcamp) where you can get a direct coaching from an expert.
5. CodeAcademy (Free) - Codecademy is a site that helps to teach people how to code for free. Codecademy motivates learners to work at a fast pace using support groups and a gamified points system.

Ways of Thinking

Ways of Thinking

In our social or professional life, we often encounter rejection and difficulties.

- ✓ Perhaps your work is less than satisfactory?
- ✓ Your ideas are immediately rejected by your teammates?
- ✓ Face difficulties in adjusting to your new environment?

It is undeniable that we humans tend to be more sensitive towards things that are more negative, which leads us to dismiss or forget to appreciate the positive. Once we are in a difficult position, often times it is **hard to bounce back and adapt to the new reality.**

However, the way we think—our mindset—is a powerful technique that can help you to perceive the problems that you're facing in different viewpoints. The mindset is the source of our ability to adapt. Our mindset drives our action, which eventually drives our growth.

Mindset → Action → Growth

Based on research conducted by Prof. Carol Dweck from Stanford University, there are 2 types of mindset that we should be aware of: **Fixed Mindset** and **Growth Mindset.**

Ways of Thinking



Carol Dweck, a Stanford University professor, famously popularized the importance of mindset in her book titled “Mindset: The New Psychology of Success.”

In her book, she coined the terms: “Growth Mindset” and “Fixed Mindset”, whereby the former is a belief that failure and change are not because someone is not intelligent, but is seen as **an opportunity to develop** and polish one’s abilities.

Having a growth mindset creates a desire to learn, thus creating a tendency to embrace challenges, able to rebound in the face of obstacles, perceive effort as a way to succeed.

This mindset directs you to **accept criticism** and take lessons and inspiration from other people's success. As a result, you can maximize your own potential.

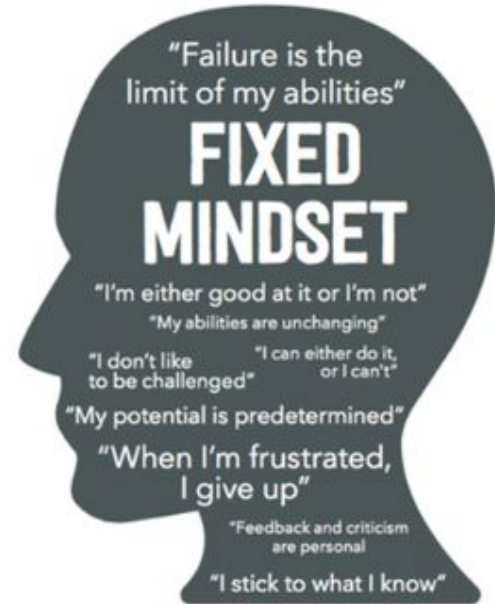
Fixed Mindset

The Self-Limiting Beliefs

This belief believes that people were born with a set of abilities and character which **cannot be changed** throughout the person's life.

People with this belief think that they have a fixed level of intelligence that cannot be modified, and thus feel afraid of looking unintelligent as they don't think they can redeem themselves once they made an error.

Developing this mindset is dangerous because it means blocking yourself from ever trying, and hoping others to always adjust themselves to you, which couldn't happen all the time.



Examples of Having a Intrinsic Fixed Mindset (towards Yourself)

- ✓ I grew up like this and will stay this way : the others are the ones who need to understand me.
- ✓ I just excel in front end: I don't think I can develop my skills beyond my competencies.
- ✓ It's impossible to shift my career at this stage.
- ✓ I am an IT person, so don't expect me to communicate well.
- ✓ I will be more confident only if someone tells me that I'm good at it.
- ✓ I believe I'm highly competent in this field so I don't have to catch up with new trends.
- ✓ I will never be able to connect with my colleagues from other countries. The culture barrier is too strong.

Examples of Having Extrinsic **Fixed Mindset** (towards Others)



“I am the expert, no one will understand my work, so I don’t have to explain to them.”



“My colleagues will never change, so I stop trying to adapt to them.”



“I don’t believe that my boss will listen to me, so I’ll just remain silent.”

Growth Mindset

Ingredient for Success

While fixed mindset implies that people are bound by fate, growth mindset stipulates that you are in control of your life.

This means that people's learning and intelligence can grow with time and experience. We can change our mindset, abilities and character.

Having a growth mindset will help us face and adjust to a changing environment better, as we perceive it as an opportunity for growth.

A growth mindset will make us more likely to start something new, stick with it, and stay hungry, because we believe that we are not a final product and there will always be rooms for improvement.

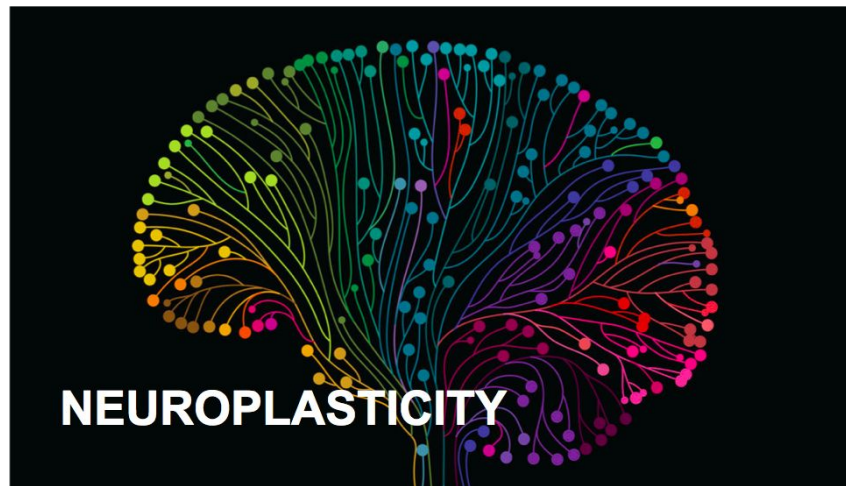


Scientific Background Behind **Growth Mindset**

Growth mindset is not simply a theory. In fact, it is supported by science, called the “**Neuroplasticity**” phenomenon.

To put it simply, the brain has the ability to restructure itself based on repetitive practices as it can form neural connections throughout life, hence the “plasticity”.

While it may be hard to do something new at first, with persistence and experience, our brain creates a neural connection, like paving a road.



Practical Actions to Make **Growth Mindset** a Habit

Your fixed belief will hold you back from making positive change. With growth mindset, you will have the confidence that you can change your ability and character.

Here are several tips to unleash yourself from a fixed mindset and start embracing positive outlook:

1. **Acknowledge and embrace your weakness**

The simplest way to overcome your weakness is to be honest with yourself about your shortcomings and tackle them straight away.

To illustrate, Rio was once a college student who took pride in himself as a “deadliner.” He had a habit of putting things off until the last minute but still managed to achieve success to varying degrees. He continued this habit when he worked at his first company. Not fully realizing that his work was interconnected with others at the beginning, he found himself frequently scolded by his manager.

Acknowledging that one’s habits can impede growth is a good start to becoming adaptable. Try to implement time management strategies and make modest goals as a start when you begin your career.

Practical Actions to Make **Growth Mindset** a Habit

2. View challenges as opportunities

Don't want to learn a new programming language because you feel comfortable enough with the ones you know? Doing something outside of your comfort zone is frightening due to the risk of failures. Going down the usual path all the time, however, closes various doors that you could access in life.

Taking on these challenges is a big part of developing as a person. The more you challenge yourself, the more opportunities you have to develop your sense of self. New challenges equal new opportunities. New opportunities help you understand who you are, what you like, and what you want to solve better.

Practical Actions to Make **Growth Mindset** a Habit

3. Focus on the process instead of the end

When you are more concerned about getting approval from others than about learning new things, you are giving up your own potential to grow.

For example, Dea is known as an employee who excelled in finding and fixing bugs. When her boss asked her to venture into data analyzing, she refused because she had never done that before and he did not want to fail and cause others to think differently of her.

Don't solely focus on what other people think of you and instead prioritize on bettering yourself for your own benefit. Understand that you need to go through the process if you want to see the progress. Enjoy the journey.

Practical Actions to Make **Growth Mindset** a Habit

4. Learn to give and receive constructive criticism

Need for improvement does not equal failure. The next time you receive criticism it is important to not take it personally. Often people are just trying to help and want to see you become better. They are not trying to knock you down.

A company has a quarterly 360 team review where team members can evaluate each other. Kinanti didn't want to read the negative feedback because she felt that other teammates didn't have enough basis to criticize her.

To become a better person, you need to think of criticism as a way to learn. Listen carefully to others respectfully and understand their perspective about you.

It's true that not every feedback is constructive. But, by understanding the context, you can learn which feedback is aimed at developing you and which is not.

Practical Actions to Make **Growth Mindset** a Habit

5. **Reflect on your learning**

Make sure to absorb everything you learn throughout the day, whether this means writing down the main points at the end of the day in a journal or doing research on a topic that holds your interest. Keep a journal as a permanent record that you can refer to anytime.

Another way of reflecting later is learning from other people's mistakes. When you see someone make a mistake and recognize how it should have been done correctly, keep that in mind for the future when you are in their situation.

6. **There is no stopping in learning**

Just because you're successful in learning a new skill set or completing a project does not mean that the journey is over. Growth-minded people are able to create new goals so they stay motivated to become a more skilled person.

So, when Dea is able to learn data analysis on top of bugs fixing, she continues to seek further training opportunities, such as improving data engineering and modelling skills, to complete her competency even more.

Practical Actions to Make **Growth Mindset** a Habit

7. It takes time to learn

Rome wasn't built in a day. Important work takes time. You have to be realistic about the time it will take for you to learn the information that you are interested in until you're fully adapted to it. Don't be afraid of trying multiple trial and errors.

Remember that things are constantly changing, and as such the learning process is never truly over.



Knowing the **Right Mindset**

When given a new opportunity...



I want to learn new things. I am eager to take risks

When completing a task...



Is this really my best work? What else can I improve?

When having to put in an effort...



I know this will help me in the future even though it's difficult

When facing a setback...



My mistakes help me to learn. I'll try another strategy next time

When getting a feedback...



I feel grateful for this, and I recognize a weakness that I need to fix

When seeing your colleague achieves something...



I wonder how they did it. I'll ask them

In summary, these are the practical tips that you can use to **adapt better to a workplace:**



Practice Growth Mindset, learn continuously.



Always surround yourself with new learning opportunities and understand that learning takes time.



Sincerely SMILE, listen, and ask questions on other people's views.



Proactively say hello to others, ask, and offer help.



Don't be afraid to do something new. Don't blame, and don't give up if things are not going as expected.

Thank You