

INFLUENCE
SOLUTIONS

Forging High **Trust** High **Performance** Cultures

YOUR **FIRST** LEARNING AND DEVELOPMENT PARTNER

FUTURE-READY. INNOVATIVE. RELEVANT. STRATEGIC. TRUSTED.





We help create **inspiring** places to work in.

Our mission is to empower organisations to be agile, resilient and inspiring places to work in by forging **high trust high performance cultures**.

This enables organisations to rapidly seize emerging opportunities and overcome challenges.

We are dedicated to advancing human and organisational impact.

Ignite the transformation

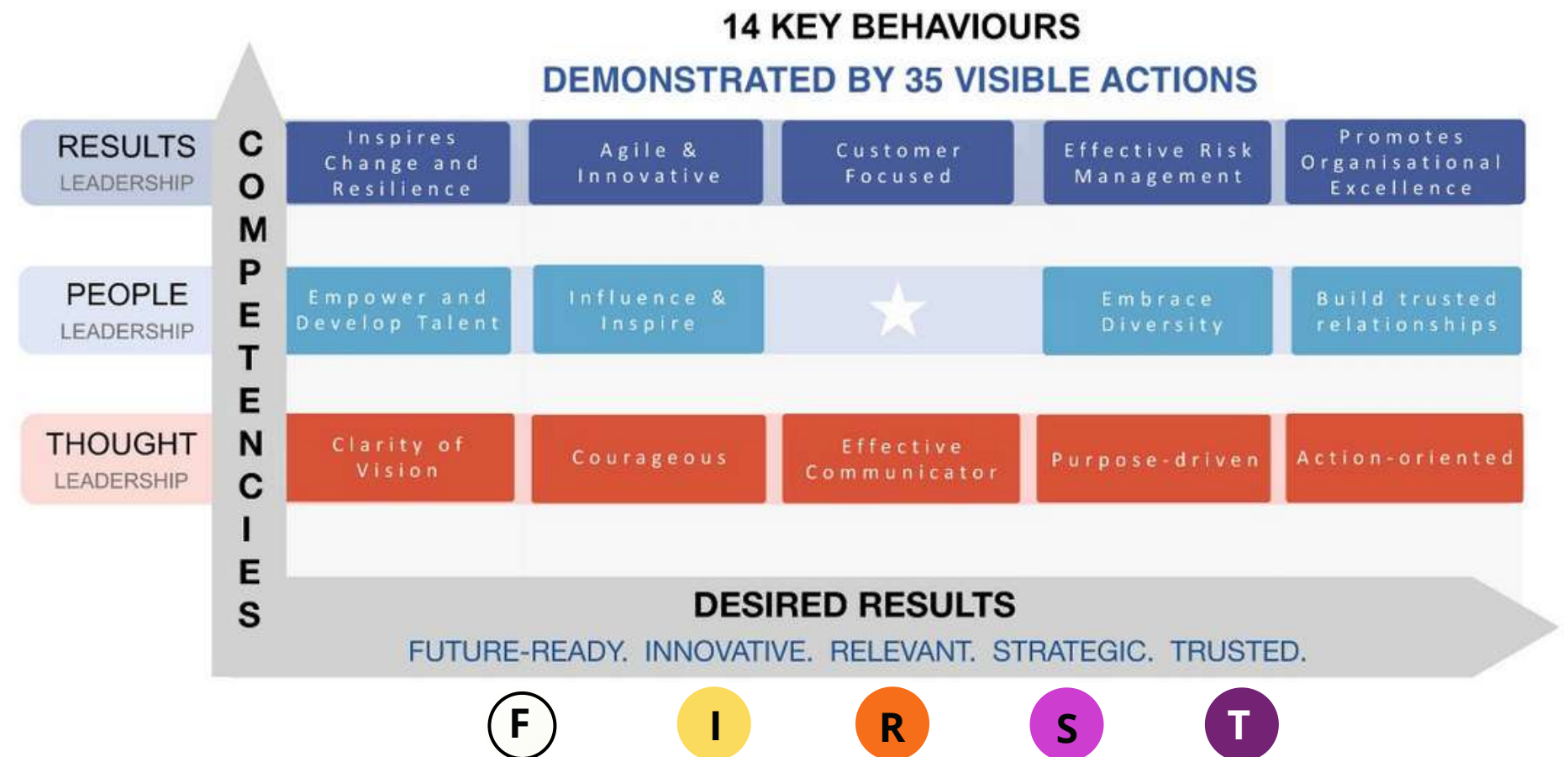


A high trust, high performance culture is easy to achieve when people confidently and consistently demonstrate the **F.I.R.S.T.**TM competencies, that is...

- Future-Ready.
- Innovative.
- Relevant.
- Strategic.
- Trusted.

To help people demonstrate these competencies more confidently, we identified 35 powerful, visible actions after researching thousands of teams across the world.

People can select the 3-5 actions which they believe are easiest and most authentic for them, to demonstrate they are **F.I.R.S.T.**TM



For more about our **F.I.R.S.T.**TM framework, visit <https://influence-solutions.com/first360/> or

Click here

LEARN MORE

Keeping you *ahead of the curve*

We have empowered over
500,000 leaders and teams
from 500+ of the world's best companies

Our awards motivate us to support you better

Best
Learning &
Organisational
Development
Training Provider

Singapore

2023

Best
Corporate
Training &
Development
Service Firm

Singapore

2022

Best
Learning &
Development
Partner

Singapore

2021

Most
Outstanding
Learning &
Development
Partner

Singapore

2020

Most
Influential
Learning &
Development
Company

Asia Pacific

2019

We **empower** organisations to harness opportunities and overcome challenges in **4 pivotal areas**

01



LEADERSHIP

02



INFLUENCE

03



TRANSFORMATION

04



PEOPLE ANALYTICS



For more about our solutions in these 4 areas
<https://influence-solutions.com> or

Click here

LEARN MORE

Why our solutions deliver sustainable results

Many training solutions often fail to achieve change behaviour or culture because pressures of life overwhelm participants. We provide long-term support using a combination of smart, time efficient and non-intrusive tools and techniques.

01

Get buy-in by helping people see the VALUE

People only take action when they appreciate the value of doing so. Our programs demonstrate the practical benefits of the learning and the value we can unlock for ourselves by applying them.

02

Align personal and organisational goals

Participants become fully invested in any learning & development intervention only when they are able to see the benefits to their personal and professional success.

03

Empower people to embrace learning

We believe that people are born creative, intuitive and intelligent. We help them realise that true mastery lies in exploring viewpoints beyond their own, and in the application of learning.

04

Inspire ownership and application

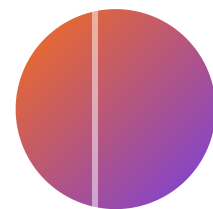
We employ a blend of training and coaching to ensure every participant gains Clarity, Confidence & Commitment to act. Our programmes are highly experiential, with a 30-70 knowledge-application ratio. People are able to convert their insights into Simple, Repetitive and Visible actions that help them to achieve the desired results.

Our methodology

Time and cost-effective solutions to meet your specific needs.

What makes our solutions achievable in a measurable manner is our 4-step purposeful and pragmatic approach in creating experiential and empowering learning solutions

[LEARN MORE](#)



DISCOVER

Research, Analyse & Identify

Our powerful People Analytics platform is used to identify

- The **opportunities** you wish to seize and the **obstacles** to overcome
- Learner needs
- Desired results
- Desired behaviours that ensure visible results are achieved

DESIGN & DEVELOP

These insights, coupled with our F.I.R.S.T. framework and your inputs are used to co-create empowering and experiential learning interventions that help participants to:

- **see the value** of demonstrating the desired behaviours,
- use easy to apply techniques to do so till these **desired behaviours become habits.**

MONITOR & EVALUATE

Impact Assessment & Sustaining the Transformation

We now work with you to evaluate:

- How consistently the desired behaviours are being demonstrated
- The results that have been achieved
- Additional interventions required to enhance these results or the impact of these behaviours
- Creating a **success case study** to showcase the results

DELIVER THE SOLUTION

These carefully crafted solutions are delivered to the learners, ensuring minimal interruption to business. Learners are invested in the learning journey with our **Emotive Learning Framework** and **Action-based learning** methodology comprising 4 phases:

1. Theory/Knowledge
2. Core skills
3. Experiential application
4. Reflection / Realisations

Our Emotive Learning Framework



The Emotive Learning framework creates an **immersive learning journey**, the required mindset shift and inspires people to act.



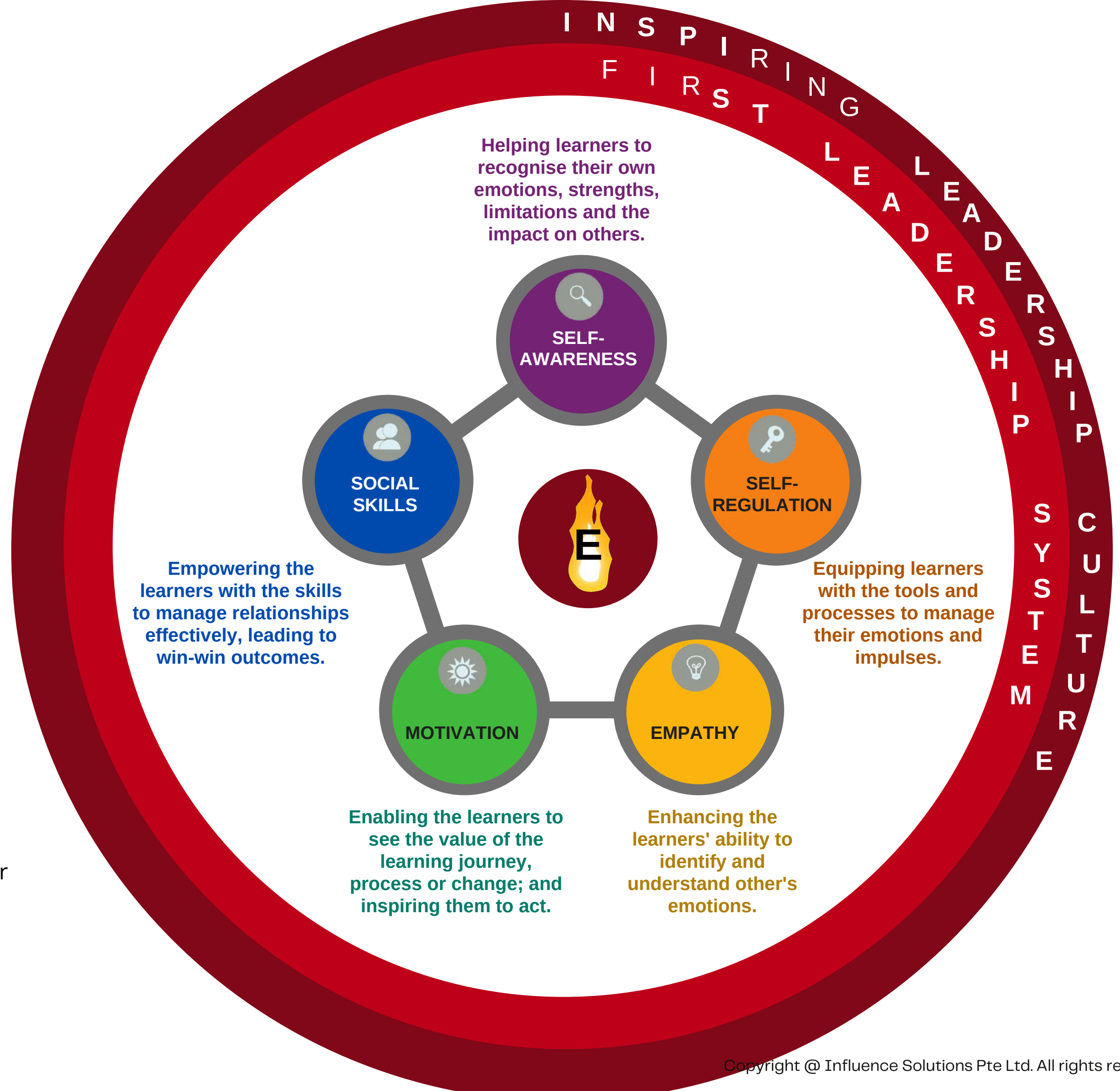
This utilises a **30:70 theory to application ratio**, which ensures high personalisation and engagement.



Learners learn most effectively through enhanced self-awareness, self-regulation, deeper empathy, motivation and social skills.



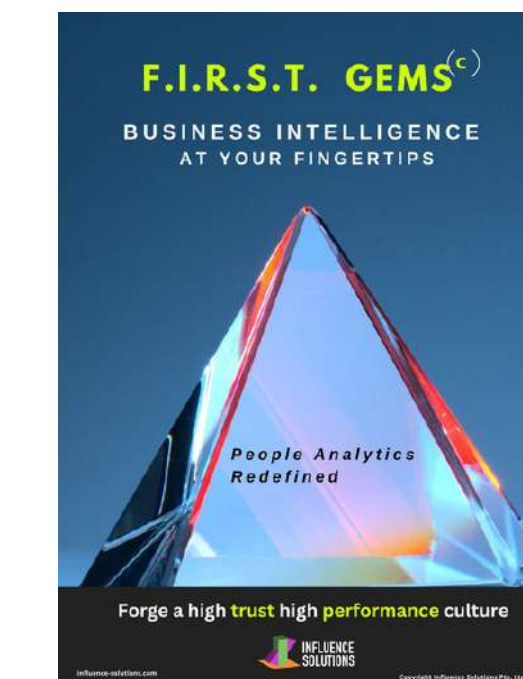
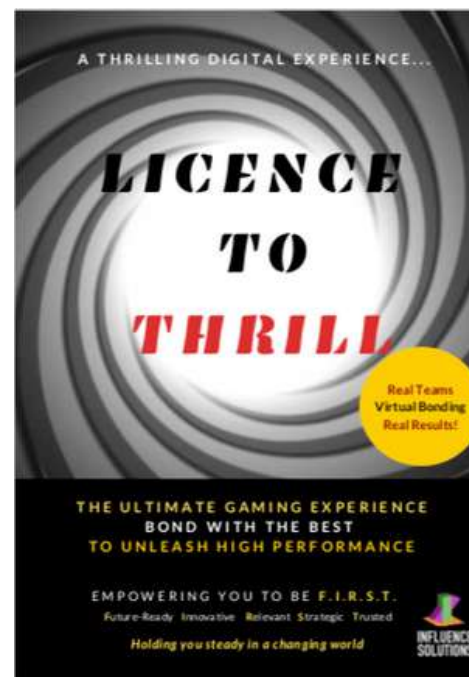
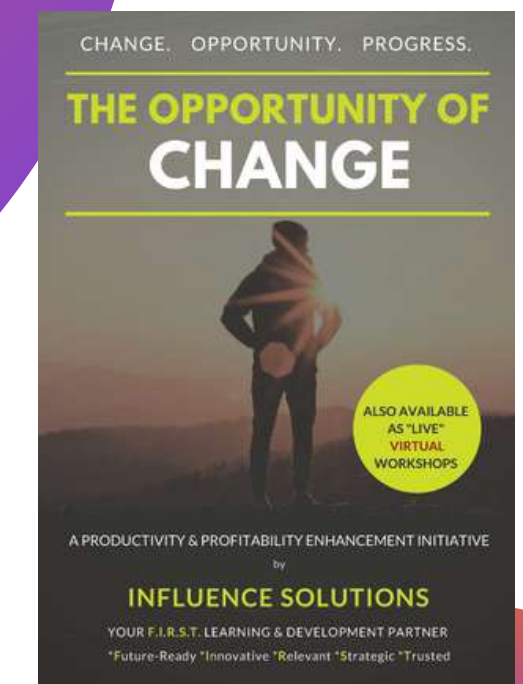
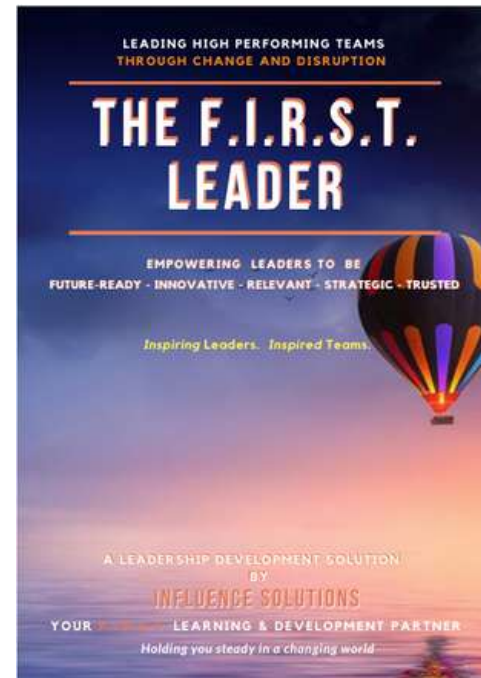
The learning journey is carefully curated with experiential activities such as personal reflection, peer coaching, discussion activities, games, group projects, competitions, quizzes, feedback, world cafes and learning circles.



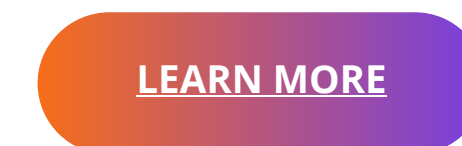
A sample of our signature solutions

Across 4 Focus Areas

1. Leadership
2. Influence
3. Transformation
4. People Analytics



For more about our suite of solutions, please visit <https://influence-solutions.com/our-programs/core-programs> or



Some key client references



PROFESSIONAL SERVICES FIRMS AND AGENCIES



BANKING, FINANCE & INSURANCE



RETAIL & FMCG



MEDIA, TELCO & TECHNOLOGY



PHARMACEUTICAL & BIOTECHNOLOGY



GOVERNMENT & GOVERNMENT-LINKED



MANUFACTURING & DIVERSIFIED



EDUCATION & NOT-FOR-PROFIT



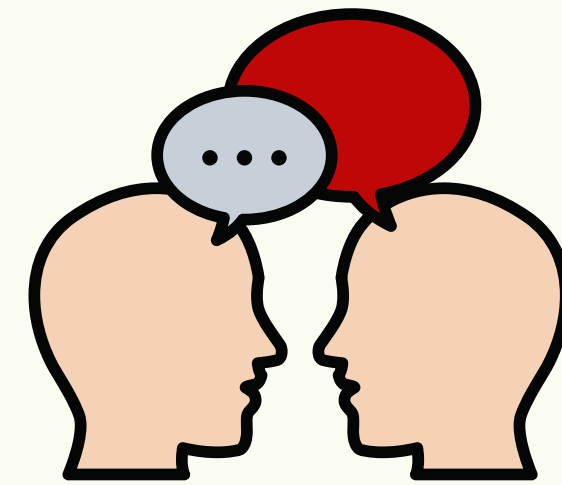
Client Success Stories



Keppel Land is Asia's premier developer that delivers innovative and multi-faceted urban space solutions. It's sterling portfolio includes award-winning developments and its geographically diversified in Asia.

Keppel Land engaged Influence Solutions for an intensive coaching culture transformation that leads to effective performance management/appraisal. This was for its senior leadership levels up to the C-Suite across Singapore, China, Vietnam, Indonesia and India.

PERFORMANCE MANAGEMENT TRANSFORMATION AN 77-DAY TRANSFORMATION JOURNEY



KEY FOCUS AREAS

Keppel Land was seeking to enhance performance organisation-wide. To do so, it revamped its performance management and appraisal system, and needed to transform mindsets and skills to create a real behavioural shift. Change needs to start from the top, so the series kicked off with the sessions for the C-Suite leaders, before cascading down the rest of the leadership levels. The focus of the solution was to:

1. Elevate leadership impact and balance
2. Inspire high performance
3. Nurture a high-trust culture

The Keppel Land Executive Conversations Series was a highly customised Keppel Land-centric solution that integrated with its performance management framework and performance appraisal system. It comprises 3 half-day virtual sessions, delivered at intervals of 2-4 weeks for each batch of leaders.

- C-Suite Level - All the C-Suite leaders attended the complete 3 session series. Their inputs were further integrated into the series for the rest of the leadership levels.
- Head of Departments and People Managers - A 2 month journey of 3 half-day virtual session with application intervals between each session to ensure that they had the opportunity to apply their learnings and enhance the effectiveness of their application through peer coaching.

PROVEN SUCCESS INDICATORS

Visible results were attained by the leaders across various indicators:

Greater **empowerment** of staff by leaders

-Increase in frequency of performance management conversations

Enhanced **accountability** demonstrated by staff

-Greater proactiveness in updates received from staff



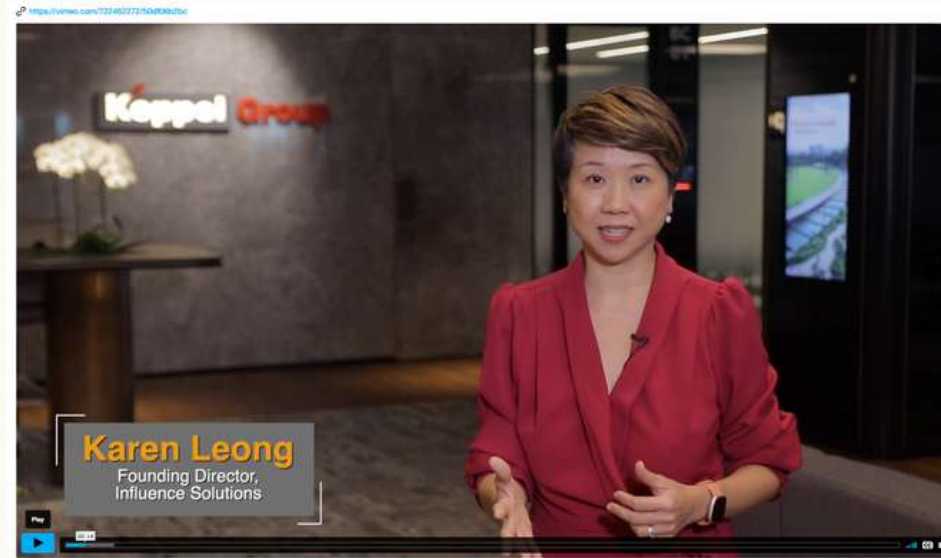
Great facilitation!
Louis Lim, CEO

- Increase in learning Increased by 19.67%
- Willingness & inspiration to apply the learning - 86.85%
- Overall value of the program - 88.11%
- Overall rating of facilitators - 90.93%

For more details, please see the Case Study on the next page



CULTURE TRANSFORMATION CASE STUDY



For the full video case study, please visit:
<https://vimeo.com/ispl/keppelland>

5 KEY REQUIREMENTS

1. Minimal disruption
2. Needs of leaders at **all levels**
3. **Culturally** versatile
4. **High impact** virtual delivery
5. **Sustained support** to participants

SUCCESSFUL CULTURE TRANSFORMATION

1. Clear and inspiring vision
2. Positive, **people-centred change**
3. Well-planned & delivered **training initiative**

KEY SUCCESS INDICATORS

TRUST

An increase from **57% to 93%** people managers indicating the **TRUST levels** in their teams as high or very high.

EMPOWERMENT

Increase in % of people managers rating their empowerment efforts as optimal increased from 52% to 96%.

ACCOUNTABILITY

The % of team members **demonstrating accountability** increased from **44% to 88%**.

GREAT PLACE TO WORK

Increase in % of people managers who viewed Keppel Land as a Great Place to Work increased from 65% to 85%.

TESTIMONIALS FROM LEADERS AND PARTICIPANTS



KEPPEL LAND AS A GREAT PLACE TO WORK

Sandra Lee
Deputy General Manager,
Human Resources,
Keppel Land Limited



KEPPEL LAND AS A GREAT PLACE TO WORK

Christina Goh
Deputy General Manager,
Head of Operations,
Keppel Land Vietnam



Kevin Zhou
Deputy General Manager,
Business Development,
Keppel Land China



Joshua Ang
Deputy General Manager,
Strategic Initiatives Acquisitions,
Keppel Land Limited



Abhijit Kukade
Senior Director,
Investments & Asset Management,
Keppel Land India

Client Success Stories



KPMG is a global network of professional firms providing Audit, Tax and Advisory services to MNCs, governments and not-for-profit organisations.

KPMG Vietnam and Cambodia engaged Influence Solutions for the Senior Leadership Development Programme to develop its best and brightest leadership talent in their progress towards the partnership ranks. This structured approach leverages Influence Solutions' F.I.R.S.T methodology aligned with KPMG'S 'Everyone a leader' model & core values.

SENIOR LEADERSHIP DEVELOPMENT PROGRAM AN 8 MONTH TRANSFORMATION JOURNEY



KEY FOCUS AREAS

KPMG Vietnam and Cambodia is committed to the vision of being the number one firm in the industry. To do so, they needed to strengthen their leadership bench. They wanted a strategic partner who could support them with a KPMG-centric Senior Leadership Development Program (SLDP) for emerging senior leaders at the Director and Junior Partner level. Influence Solutions' F.I.R.S.T. methodology provided the foundation to equip their leaders to be Future-Ready, Innovative, Relevant, Strategic and Trusted.

SOLUTION DELIVERED AND RESULTS ACHIEVED

The KPMG SLDP was a resoundingly successful comprehensive solution championed by the KPMG Exco and Head of People, Performance and Culture, together with Influence Solutions. This solution will be integrated into the overall KPMG leadership development plan at the firm. The solution comprised of:

- Influence Solutions' proprietary F.I.R.S.T. 360 leadership Profiling with a comprehensive report for each leader
- 7 virtual half-day sessions for the cohort
- Executive coaching sessions
- Deep dive fire-side chat facilitation with the KPMG Executive Committee
- Individual Success Milestones Videos for each leader with results attained, such as:
 - ★ Increase in **trust** and team psychological safety in their teams
 - ★ Elevation in their **thought-leadership** and **people leadership**
 - ★ Greater **proactiveness** and **innovation** in team culture
 - ★ Increased focus on **career** and **capability** development
 - ★ Greater **career satisfaction** and **morale** of self and teams

PROVEN SUCCESS INDICATORS

Visible increases in KPMG leadership competencies from start to completion of the programme based on leaders assessments:

- Champion inclusion - Increased by 29.23%
- Advance an ethical environment - 7.06%
- Make sound decisions - 10.13%
- Drive quality - 5.81%
- Develop & motivate others- Increased by 18.92%
- Build collaborative relationships - 18.92%
- Foster innovation - 29.69%
- Apply a strategic perspective - 14.47%

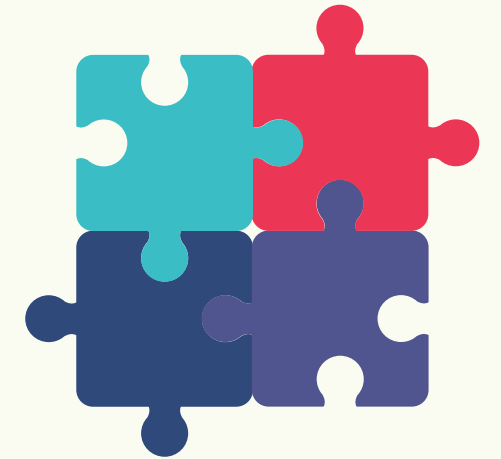
Client Success Stories

ESTÉE LAUDER

Estée Lauder is one of the world's leading manufacturers and marketers of premium quality skin care, makeup, fragrance and hair care products.

Estee Lauder engaged Influence Solutions to elevate performance and customer engagement with their sales and marketing teams.

THE HIGH PERFORMING TEAM TRANSFORMATION A 1-YEAR TRANSFORMATION JOURNEY



KEY FOCUS AREAS

Estee Lauder's sales and marketing team comprised of a diverse team from across cultures, backgrounds and levels of experience. The teams were already high performing, however people tended to work in functional silos and not as a cohesive business unit. The leaders were also spending a lot of time resolving tactical issues and aligning differences.

The goals were to:

- Increase team psychological safety, elevate team performance and synergy
- Enhance leadership capability and strategic focus
- Boost innovation and collaboration

SOLUTION DELIVERED AND RESULTS ACHIEVED

The Estee Lauder Transformation 2020 solution comprised of 1 full-day and 3 half-day sessions spread throughout the year. The sessions were curated to enhance individual skills in customer engagement and experience, create bonding between team members and help them realise each others strengths and how to leverage them to achieve team goals. Midway, due to COVID-19, the sessions were adapted to help build individual and team resilience, create a robust change management plan and evolve innovative ways to seize emerging opportunities and overcome the challenges.

My team is now 90-95% integrated. Because they are collaborative, we managed to change the team's working dynamics. The sales and marketing functions have a very strong business dynamic and strong team bonding. I have seen how individual executives have stepped up to translate my business vision into successful executions, with good alignment with business plans and operations. -

Shayne Kho, Brand Manager

Client Success Stories



SingTel, a leading communications technology company in Asia Pacific, engaged Influence Solutions to enhance its market leader position in Singapore, by nurturing a culture of trust and creating a memorable signature service experience.

SIGNATURE SERVICE TRANSFORMATION A 1-YEAR TRANSFORMATION JOURNEY



KEY FOCUS AREAS

An increasingly competitive retail landscape, high staff turnover and rising customer and employee expectations, coupled with the compelling need to deliver strong, sustainable profits.

An established player, SingTel had legacy processes and an existing culture with a sharp product-focus. The key was to shift to a person-focus and trusted human connection. For this shift in the existing culture, attitudes and mindset, the staff needed to embrace the value of change. And their leaders required practical strategies and tools to inspire their staff to take ownership of sales and service.

SOLUTION DELIVERED AND RESULTS ACHIEVED

The SingTel Signature Service Solution (using our proven Influence 247 Framework) was implemented. Influence Solutions worked closely with the key stakeholders at the Senior Vice President level to design and develop a highly customised SingTel solution, aligned with their brand identity, service values and competency frameworks. The rewards and recognition platform was integrated into the training, and SingTel case studies as well as monitoring criteria was established.

The transformation solution consisted of a year-long journey of:

- Half-day workshops for all retail staff and leaders
- Leadership capability development initiatives comprising of group coaching for retail leaders
- Individual coaching for the senior management team

PROVEN SUCCESS INDICATORS



Sales targets achieved



Staff retention improved



Customer complaint reduction



Mystery shopper audits verified significant improvement in staff attitude, sales and service.

Client Success Stories



SK-II is a premium skin care brand owned by Proctor & Gamble.

P&G engaged Influence Solutions to transform their SK-II global business unit, which is headquartered in Singapore.

GLOBALLY ALIGNED, LOCALLY SPECIFIC **A 2-YEAR TRANSFORMATION JOURNEY**



KEY FOCUS AREAS

P&G's aim was to elevate the impact of the global SK-II training team, so they could deliver a consistent training experience for the beauty consultants and managers, across Asia Pacific. They wanted to empower their training talents with the essential skills to inspire their staff to elevate customer experience, productivity and revenues. The approach needed to be locally specific, yet globally aligned. We worked with their teams across Singapore, Malaysia, Indonesia, Thailand, Hong Kong, Taiwan, China, Korea, Japan and Australia.

1. Bolster the leadership skills & managerial competence of SK-II training managers and teams.
2. Equip the training managers with key influencing, facilitation, presentation and networking skills so they can deliver inspiring and impactful experiences in the local countries.
3. Ensure consistent and effective training delivery across all markets, across Asia Pacific, aligned globally.

SOLUTION DELIVERED AND RESULTS ACHIEVED

Influence Solutions delivered a highly customised 2-year transformation journey. This carefully curated program was based on our proprietary Influence Solutions' Signature solutions, specifically Influential Leadership, Influential Facilitation, Influential Presentation Skills, Influence 247- *Win People Over*, Influential Networking and Breakthrough Thinking.

This solution was delivered in English, Mandarin (Traditional & Simplified), Korean and Japanese to the complete SK-II training team across Asia Pacific.

The willingness to apply what they had learnt was high, with over 90% giving the learning journey the top rating of being highly positive. Participants feedback was that the training was actionable and they could apply what they had learnt almost immediately.

Client Success Stories

Pivotal

Pivotal, a global software company, which has since been acquired by VMWARE, engaged us to ensure its leadership capability was strengthened in view of massive rapid growth anticipated post IPO.

Influence Solutions worked closely with key stakeholders - the CEO and Regional HR Head to create a highly practical and empowering leadership experience for the Senior Leadership Team.

LEADERSHIP CULTURE TRANSFORMATION

300-DAY TRANSFORMATION JOURNEY

KEY FOCUS AREAS

With the rapid growth in staff strength, and demands on revenue growth, there was a crucial need for effective leadership to support results, ensure high performing teams and a consistent leadership culture at Pivotal.

A robust leadership development process was needed to empower the second tier of leaders, comprising mainly young technical professionals, to step up to leadership positions that would further support business growth across the region.

SOLUTION DELIVERED AND RESULTS ACHIEVED

The solution was a 300 day transformational leadership journey, comprising of workshops, executive coaching, and actual "live" business projects addressing internal performance and external (client-centric) business priorities.

The solution was centred around the Pivotal leadership competencies, and it resulted in a marked increase in the leaders' confidence in visibly demonstrating these. Leaders also shared how they actively increased coaching conversations, leading to the creation of an empowering coaching culture. Visible business results were also achieved from the "actual" projects tracked quarterly. The morale and motivation of the Senior Leadership Team remained high, with over 90% giving the learning journey the top rating of being highly positive.

PROVEN SUCCESS INDICATORS



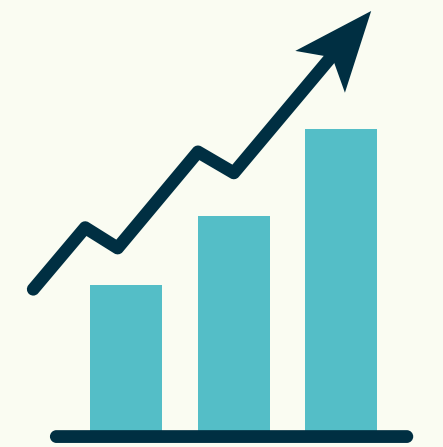
Increase visibility in Pivotal Leadership competencies demonstrated



Increase in number of coaching conversations



Successful implementation of "live" business projects, leading to visible business results



Client Success Stories



PRUDENTIAL

Prudential is a global life insurance and financial services company.

Influence Solutions worked closely with key stakeholders (the Chief Partnerships Distribution Officer (CPDO), Head of Customer Experience Management and Training and Development Team) to develop and deliver a Prudential-specific program for the bancassurance team.

GAME-CHANGER TRANSFORMATION 7 MONTH TRANSFORMATION JOURNEY

KEY FOCUS AREAS

Prudential wanted to increase the customer life-time value by changing the selling approach of the Financial Services Consultants (FSCs) in its bancassurance team.

The rise of mobile banking and changing customer habits had caused a decrease in customer footfall in banks.

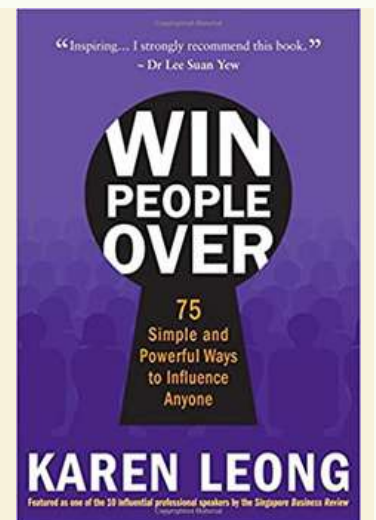
Prudential's bancassurance team's culture was focused on seeking immediate wins, rather than developing relationships and exploring multiple needs for overall longer-term and larger gains.

The key priority was to help the bancassurance team see the value of moving beyond the transaction, so that they are seen as trusted advisors by their partners and prospective clients.

SOLUTION DELIVERED AND RESULTS ACHIEVED

The comprehensive, fiscally prudent **Prudential Game Changer Series** was a 7-month transformational journey comprising of half-day workshops, to empower the bancassurance team to adopt a customer-first mindset and function beyond the transaction.

The book - Win People Over by our founding director, Karen Leong was utilised as a corporate resource book, with a personalised message written for each participant by the Chief Partnership Distribution Officer (CPDO).



PROVEN SUCCESS INDICATORS



Participants were inspired and their willingness to apply the concepts was at a strong 84%



10% increase in level of understanding of how to transform their selling approach



Increase in multiple product sales per customer and overall revenues

Client Success Stories



MiRXES is a fast-growing Singapore-headquartered bio-tech company that translates research discoveries to deliver world-leading multi-cancer early detection solutions.

MiRXES engaged Influence Solutions on a transformation journey towards being a Centre of Excellence and A Great Place to Work.

INFLUENTIAL LEADERSHIP TRANSFORMATION A TWO -YEAR TRANSFORMATION JOURNEY



KEY FOCUS AREAS

The MiRXES talent pool is a diverse one, comprising mainly of professionals from academia and bio-technology, across cultures and work experience. With the rapid growth of the organisation, MiRXES needed to develop its leadership capabilities to support its global ambitions. Their key priorities were:

- Equip the senior leadership team with strategic leadership capabilities so they can develop, utilise and retain talent, while leading the business into the future.
- Elevate the influence and impact of the second-tier leadership and high potential leaders so that they can take greater ownership in building their teams and increase team performance.
- Boost collaboration and an innovative culture, such that people connect beyond functional silos to achieve organisational goals.

SOLUTION DELIVERED AND RESULTS ACHIEVED

The MiRXES Transformation Series was an integrated, comprehensive and fiscally prudent solution. It comprises of 2 tracks:

- Senior Leadership Team Solution - A year long journey of 6 half-day leadership sessions, delivered monthly and interspersed with one-to-one coaching sessions. Midway, due to COVID-19, these sessions were adapted to hone resilience, create a robust change management plan and evolve innovative ways to seize emerging opportunities and overcome challenges.
- High Potential Leader Solution - A year long journey of 6 half-day sessions, including project management, executive decision-making, influential conversations, innovate to win and the opportunity of change.

PROVEN SUCCESS INDICATORS

The SLT reported a significant increase in the way MiRXES leadership competencies were being visibly demonstrated:

- ✓ Think strategically - Increased by 21%
- ✓ Drive Innovation - Increased by 36%
- ✓ Communication - Increased by 14%
- ✓ Customer Driven - Increased by 33%
- ✓ Can do- will do - Increased by 12%
- ✓ Leadership - Increased by 25%
- ✓ Lead with Integrity - Increased by 20%
- ✓ Deliver results - Increased by 17%

THANK YOU

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