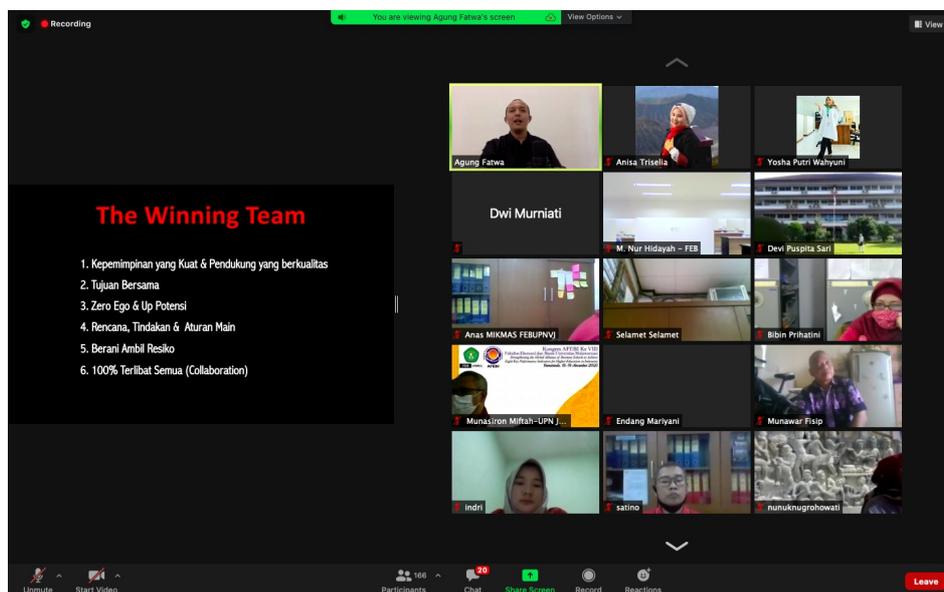
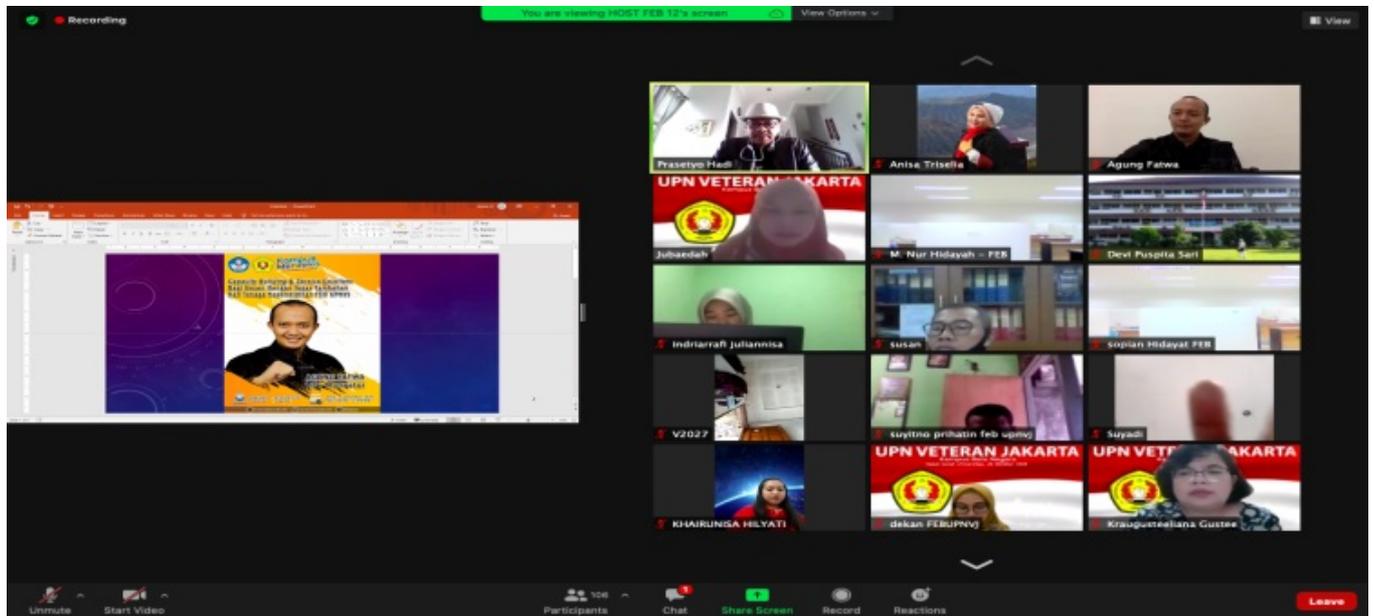


Increase Synergy, Discuss Capacity Building and Service Excellence with Agung Fatwa

Friday, 11 December 2020 12:12 WIB



HumasUPNVJ - As an effort to improve employee competence in the form of teamwork and excellent service to stakeholders, UPN Veteran Jakarta (UPNVJ) through the Faculty of Economics and Business (FEB) held an online *workshop* discussing *Capacity Building* and *Service Excellence* with Agung Fatwa, on Friday (11/12/20).

This interesting *workshop* , which was held with Agung Fatwa who is a motivator and also the author of this book, was attended by all lecturers and education staff at UPNVJ.

As an opening, the Deputy Chancellor for general and financial affairs, Prasetyo Hadi conveyed that the current UPNVJ is an attempt to transition from the status of a new PTN to a PTN.

The Public Service Agency (BLU) certainly has many challenges and demands to provide the best service so that a lot of information and efforts are needed to be more synergized with each other for mutual progress.

"When UPNVJ has many demands for quality improvement, especially in human resources, this is needed for better changes, especially in terms of excellent service. I hope this can be a provision to improve service quality and can be implemented evenly in 2021 to come." Prasetyo said.

In his main discussion, Agung said "Happy people are productive people, so happy people have the energy to make people around them happy."

The five characteristics that can make us happy include: The mentality of the ability to be ready to endure life's tests, how much capacity to be grateful for everything that happens to us, how we prioritize ourselves that can make us want to do it or not, Stability that makes us happy. good, namely someone who has the ability to endure, maintain emotions, maintain resilience at work and the last is facilities, someone who is not comfortable with the comfort zone, so think about us now not before.

"Panic, anxiety and fear do not come from outside but from our own minds, because I am the king of my mind and my mind is a good servant"

"True intelligence is the ability to adapt to any situation that occurs"

"Talented players will win matches, talented teams will win championships" so by working together we will win not only matches but championships.

In this case, Agung also explained the 6 sets of values that can be used in building a *winning team*, namely strong leadership and quality supporters, common goals, zero ego and increasing potential, action plans and game rules, dare to take risk and 100% involved all (*Collaboration*).

First , *The winning team* has quality leadership and followership that every human being is a good leader, and we also have quality followers. When we can put the right place then we can become a quality person.

"Leadership is the power of self-influence over others."

Leadership is born not merely because of talent but can be learned and mastered. Here, Agung awakens the audience to no longer blame other people or other things. Rather, it is enough to accept and convince ourselves that we are not affected but are influencing.

"Increase *personal power* rather than our *position power* to influence others, because if *personal power* is used, if *position power* is lost over time, then other people can still accept us, appreciate it more because of *the personal power* we have," he explained.

The three elements of leadership are having openness to get the best solution together, caring and firm.

Not only that, a leader also has three skills, namely visionary, mobilizing (a leader who can be skilled wherever he is) and providing inspiration wherever he is.

The second strength *of the winning team* is to have a common goal. If we have a goal then we have a driving engine and a measure of success. This is necessary to determine the direction where we are going in the future.

The third is Zero Ego, that is, when we lower and eliminate our ego, whatever we do, everything will become strong energy and positive energy will come out.

The four of *the winning team* are planning, action and rules of the game.

Fifth is dare to take risks, everything we do has a risk. In this case, Agung presented a show showing someone who did not dare to take risks by not wanting to practice and not wanting to learn from what was in front of him at that time, so what he got was a risk that was fatal enough to cause destruction.

"With whatever is around us, we can learn from each other and unlock our own potential."

All six of *the winning team* are 100% involved all, all of the five previous discussions are in hand for the same goal of giving the best.

In this two-way activity, the audience can also ask questions directly to the resource person. One of them is Dwi Rahmat about how to maintain performance so that it remains stable and does not decrease?

Agung explained to continue by increasing the scale of our work every day, giving ourselves a challenge from every day we go through in the work environment with that performance will increase with the habits we do. Write down our goals, do zero ego so that the energy that comes out is stronger and more positive.

"This body is smart, this body knows whether we have done it completely or not."

"Negative energy will affect us, overcome by controlling this energy so that it is not processed within ourselves, because we are the kings of our minds," explained Agung.



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