

THE HARMONY CATALYST

Your Peaceful Home Companion

By Dr. Wiliana Tjandra
The Harmony Catalyst / Relationship Engineer


Clarity.
Communication.
Compassion.

The 3-Part Blueprint
For Peace

*small
steps
create
peace*
♡

WELCOME *Note*

Dear Reader,

This guide was created for busy families
who want something many people struggle
to build:

Peace at home.

Not perfection. Not a spotless house.
Not robotic routines.

Just a home where people feel:

- ♡ respected
- 💬 understood
- 🌿 appreciated
- 🏠 safe

Inside these pages, you will learn
the exact systems I use to help families
create calmer, happier homes.

Simple systems. Human warmth. Real results.

With warmth,

Dr. Wiliana Tjandra ♡

The Harmony Catalyst
Relationship Engineer

*Harmony
is built
one kind
moment
at a time.*
♡

BEFORE YOU START

A True Story

"I can't do this anymore."



Last year, Mei Ling called me while crying.

Her helper had just walked out. The kitchen was a mess. The children were late. And she had not slept properly in days.

She asked me one question:

"What did I do wrong?"

And I told her the honest truth:

"Nothing. You just didn't have a system."

Six weeks later, she sent me a photo.

Her helper was laughing with her children.

The caption simply read:

"We haven't argued in 14 days."

*Simple systems.
Stronger relationships.*

THIS BOOK IS:



✓ Simple

📋 Practical

👤 Human

🏠 Designed for real homes



The Day I Almost Quit

Household harmony is not luck.

It is a system.

A GOOD SYSTEM CREATES
CLARITY → CONSISTENCY → HARMONY



SYSTEMS THINKING

- ♥ Observe
- ♥ Understand
- ♥ Design
- ♥ Implement
- ♥ Review & Improve

From billion-dollar plants
to beautiful homes. ♥



I hold a doctorate in
Chemical Engineering.

For years, I worked on systems
worth billions of dollars.

*Processes. Efficiency.
Flow. Structure.*

Then I opened a **maid agency**.

And suddenly, I discovered
something surprising:

**Most household conflicts
are not caused by bad people.
They are caused by:**

UNCLEAR EXPECTATIONS.



THE TRUTH

Neither person was wrong.
They simply had different systems.



THE MOPPING INCIDENT



**EMPLOYER
EXPECTATION:**
dry floors
immediately ♥



**HELPER
EXPECTATION:**
air-dry
naturally ☀



RESULT:
♥ frustration
♥ tears
♥ misunderstanding



“

Ambiguity is the enemy of peace.

”





The 3-Part Formula

THREE SIMPLE SHIFTS. POWERFUL RESULTS.

Small
actions.
Big peace.



1

CLARITY

Stop guessing.

Use: _____

- ✓ checklists
- ✓ visual steps
- ✓ simple systems



clear
today,
peace
tomorrow.



2

COMMUNICATION

Stop reacting.

Use: _____

- ✓ weekly conversations
- ✓ calm feedback
- ✓ regular check-ins



3

COMPASSION

*Stop managing people
like machines.*

Use: _____

- ✓ appreciation
- ✓ empathy
- ✓ kindness

People don't need
to be perfect.
They need to feel
important. —❤️



“Simple systems create peaceful homes.”



The S.O.P That Stopped *the Tears*

TODAY'S PLAN

- ☒ Kids to school
- ☒ Laundry
- ☒ Mop floors
- ☒ Clean kitchen
- ☒ Water plants

Thank you
for helping
our home
feel calm
and happy.



You are
doing
great!



One step
at a time.



“Clear
instructions
reduce
emotional
stress.”



THE NEW SOP



1



Wring mop tightly
until no water drips.

2



Mop in
straight lines.

3



Dry immediately
with a dry towel.

4



Check surface dryness
– it must feel
completely dry.

YOUR TURN



Take one Blue SOP Card.



Choose ONE recurring problem.



Break it into small steps.



Done. You have already started
building your system. 

QUICK WIN



DON'T SAY:

“Clean the kitchen.”



SAY:

- ☒ Wipe counters
- ☒ Wash dishes
- ☒ Sweep floor



S.O.P

Small steps.
Big harmony.



Clear steps today.
Peaceful home tomorrow. 

The 10-Minute Miracle

A SIMPLE WEEKLY CHAT. POWERFUL RESULTS.

Small conversations create big connections.



0-3 MINS

APPRECIATION

Start with positivity.

- What went well
- Thank effort
- Build connection



Begin with warmth.



3-7 MINS

ADJUSTMENT

Talk about improvements.

- Share calmly
- Be specific
- Solve together



Focus on solutions, not blame.



7-10 MINS

ASK

Invite their voice.

- Any challenges?
- Any suggestions?
- How can I support?



Listen with respect.



Most people only communicate when frustrated.

That creates a cycle:



The solution is simple:

A WEEKLY 10-MINUTE CHAT

Same day. Same time. Same structure.



"I realised I hadn't raised my voice in a month."



REMEMBER



CALM

Stay calm and speak kindly.



REGULAR

Be consistent. Make it a habit.



RESPECTFUL

Speak with respect. Listen deeply.



FOCUSED

Keep it short, focused and solution-oriented.



Ten minutes today.

A calmer, happier home tomorrow.





The Gesture That Changed Everything

Maria was not lazy.

She was worried.

Her son was sick.

And one small act of kindness changed everything.



SMALL GESTURES MATTER



Try one this week:



✓ Buy their favourite drink



✓ Offer extra rest time



✓ Ask about family members



✓ Say thank you specifically

“
Kindness
is not
weakness.
It is
strategy.”



5 Families. 5 Transformations.

REAL STORIES. SIMPLE SYSTEMS. POWERFUL RESULTS.

FAMILY 1

The Forgetful Helper



PROBLEM

Lights left on constantly.



SOLUTION

End-of-Day Checklist.



RESULT

Solved within 2 days.

FAMILY 2

The Cultural Gap



PROBLEM

Feedback felt embarrassing.



SOLUTION

Yellow Adjustment Cards.



RESULT

Communication improved instantly.

FAMILY 3

Burnout



PROBLEM

Exhaustion and stress.



SOLUTION

Surprise half-day rest.



RESULT

Energy and morale restored.

FAMILY 4

Busy Parents



PROBLEM

Constant chasing and shouting.



SOLUTION

Weekly 10-Minute Chat.



RESULT

80% less daily managing.

FAMILY 5

The New Helper



PROBLEM

Slow stressful training.



SOLUTION

Blue SOP Cards.



RESULT

Fully trained within 2 weeks.

Small systems
create big
transformations.



Different families. Different challenges. One system that works.



CHAPTER 7

Your 7-Day Jumpstart

A SIMPLE PLAN. SMALL STEPS. BIG CHANGE.

You don't need
more time.
You need a
better system. ♥



DAY 1

Create one
SOP card.



Write down one
recurring task or
routine.

*Start simple.
Start today. ♥*



DAY 2

Walk through it
together.



Go through the steps.
Make sure it's clear.
Answer questions.

*Clarity creates
confidence. ♥*



DAY 3

Do one small
act of kindness.



A small gesture can
lift their heart and
strengthen trust.

*Kindness
creates connection. ♥*



DAY 4

Schedule
weekly chat.



Pick a day and time
that works for both
of you.

*Consistency
builds habits. ♥*



DAY 5

Use
appreciation card.



Notice the good.
Appreciate
specifically.

*Appreciation
motivates. ♥*



DAY 6

Hold first
weekly chat.



Use the 10-minute
structure.
Listen. Share. Align.

*Conversation
prevents problems. ♥*



DAY 7

Celebrate your
progress.



Acknowledge your
effort. Celebrate
as a team!

*Celebrate wins.
Big or small. ♥*



“ One peaceful week
can change the feeling of
an entire home. ”



Small steps.
Steady actions.
Lasting harmony.



CHAPTER 8

Please Share
This Page



♥ You are more than a helper.
You are family. ♥

Dear Helper, ♥

You are an important part of this family.
This system was made for you too.

We all want the same thing:



peace



understanding



respect



teamwork



YOU CAN USE A TEAL CARD WHEN:

- ✓ You need supplies
- ✓ You need clarification
- ✓ You made a mistake
- ✓ You feel unwell



IMPORTANT REMINDER

Asking questions is smart.

It is always better to ask than guess.



..... ♥ Thank you for being part of this home. ♥

THE CARD SYSTEM

HOW TO USE THE CARDS

BLUE — SYSTEM CARDS

Clear instructions.

EXAMPLE
SYSTEM CARD

- ✓ Wipe counters
- ✓ Wash dishes
- ✓ Sweep floor
- ✓ Take out trash



Clear steps
create
confidence.



GREEN — APPRECIATION CARDS

Positive reinforcement.

EXAMPLE
APPRECIATION CARD

Thank you for
your hard work
today!
You made a
big difference.



Notice the good.
It encourages
the heart.



YELLOW — ADJUSTMENT CARDS

Gentle corrections.

EXAMPLE
ADJUSTMENT CARD

Next time,
please wring the mop
tighter and dry
the floor
immediately.



Gentle today,
better
tomorrow.



TEAL — HELPER CARDS

Safe communication.

EXAMPLE
HELPER CARD

- ✓ I need supplies
- ✓ I need clarification
- ✓ I made a mistake
- ✓ I feel unwell



You can speak up.
We will listen.
We are a team.



PURPLE — CALM DOWN CARDS

Pause difficult moments.

EXAMPLE
CALM DOWN CARD

Let's take a
deep breath.
Pause.
Then we talk
with respect.



Pause.
Reset.
Choose peace.



Simple cards.
Stronger relationships.



START SMALL

You do not need everything at once.

One card. One system. One peaceful improvement.



CARDS ARE TOOLS. RELATIONSHIPS ARE THE GOAL.



ONE LAST STORY

Mei Ling's daughter drew a picture of the family.
She included the helper.

That is what harmony looks like.

Not perfection. Not spotless floors. Not perfect routines.
Just a home where people feel:



seen



respected



valued



You can build that kind of home too.

Start today.

With warmth,

Dr. Wiliana Tjandra 

 Instagram: @HarmonyCatalyst

 WhatsApp: +65 9767 1716





BLUE – S.O.P. CARDS

Standard Operating Procedures – For Clear Instructions & Checklists

Clear steps.
Better results.



S.O.P. CARD



TASK: _____

? **WHY THIS MATTERS:** _____
(Why do we do this? Why is it important?)

STEP-BY-STEP:

1. _____
2. _____
3. _____
4. _____

✓ **SUCCESS LOOKS LIKE:** _____
(How do I know it is done right?)

How long does it take (or what time to what time) _____



S.O.P. CARD



TASK: _____

? **WHY THIS MATTERS:** _____
(Why do we do this? Why is it important?)

STEP-BY-STEP:

1. _____
2. _____
3. _____
4. _____

✓ **SUCCESS LOOKS LIKE:** _____
(How do I know it is done right?)

How long does it take (or what time to what time) _____



S.O.P. CARD



TASK: _____

? **WHY THIS MATTERS:** _____
(Why do we do this? Why is it important?)

STEP-BY-STEP:

1. _____
2. _____
3. _____
4. _____

✓ **SUCCESS LOOKS LIKE:** _____
(How do I know it is done right?)

How long does it take (or what time to what time) _____



S.O.P. CARD



TASK: _____

? **WHY THIS MATTERS:** _____
(Why do we do this? Why is it important?)

STEP-BY-STEP:

1. _____
2. _____
3. _____
4. _____

✓ **SUCCESS LOOKS LIKE:** _____
(How do I know it is done right?)

How long does it take (or what time to what time) _____



S.O.P. CARD



TASK: _____

? **WHY THIS MATTERS:** _____
(Why do we do this? Why is it important?)

STEP-BY-STEP:

1. _____
2. _____
3. _____
4. _____

✓ **SUCCESS LOOKS LIKE:** _____
(How do I know it is done right?)

How long does it take (or what time to what time) _____



GREEN – APPRECIATION CARDS



For Saying Thank You & Showing Gratitude

*Notice the good.
Encourage the heart.*



APPRECIATION CARD #1

“Thank you for your hard work this week. I especially noticed how you [specific task / action]. That made a real difference to our home and our family.”



APPRECIATION CARD #2

“I saw you [specific action] without being asked. Thank you for thinking ahead and being so responsible – it helps our family run so smoothly.”



APPRECIATION CARD #3

“The way you handled [specific situation / person] showed so much patience, kindness and care. I truly appreciate having you as part of our family.”



APPRECIATION CARD #4

“You have been so consistent with [specific task]. Knowing I can trust you and count on you gives me great peace of mind. Thank you!”



APPRECIATION CARD #5

“I noticed the extra effort you put into [specific task / area]. Thank you for going above and beyond – your work is excellent!”





YELLOW – ADJUSTMENT CARDS



*Gentle today.
Better tomorrow.*



For Gentle Correction, Clarification & Improvement



ADJUSTMENT CARD #1

"I have noticed that [specific task / routine] hasn't been going quite as planned lately. Let's sit down, look at the S.O.P. together, and see what we can adjust to make it easier."



ADJUSTMENT CARD #2

"I think there might have been a misunderstanding about [specific task / instruction]. Can we walk through it together slowly? I want to make sure we are both clear."



ADJUSTMENT CARD #3

"The quality / standard of [specific task] has been inconsistent lately. What is getting in the way or making it difficult?
Let's find a solution together so it works well for both of us."



ADJUSTMENT CARD #4

"For next time we do this, can we try [specific change / new method]?
I think it will help because [simple reason / benefit]."



ADJUSTMENT CARD #5

"I need your help with [specific task]. The standard we need is [briefly describe clearly]. What support or training do you need from me to be able to meet this standard easily?"





TEAL – HELPER CARDS



For Your Helper to Communicate With You Safely & Respectfully

Safe communication.
Stronger teamwork.



HELPER CARD #1 NEED SUPPLIES

“Madam / Sir, we are running low or have run out of:

Please let me know when you can restock these items.
Thank you.”



HELPER CARD #2 TASK COMPLETE ✓

“I have finished working on:

Please check when you have time.
Let me know if any changes or improvements are needed.
Thank you.”



HELPER CARD #3 NEED CLARIFICATION

“I want to make sure I do this correctly and exactly how you like it. Could you please show / explain to me again how you prefer:

Thank you for your patience.”



HELPER CARD #4 MINOR PROBLEM / QUESTION

“I have noticed:

What would you like me to do?
Please advise. Thank you.



HELPER CARD #5 NEED MORE TIME

“I need a little more time to complete:

The new estimated completion time will be:

Thank you for understanding.



HELPER CARD #6 I FEEL UNWELL

“I am not feeling well today.
My symptoms are:

I will rest and still do my best with the tasks I can manage.
Thank you for understanding.



HELPER CARD #7 THANK YOU

“Thank you so much for teaching me, trusting me, and treating me with respect.
I am grateful to be part of your home.”



HELPER CARD #8 OTHER MESSAGE

“I would like to share / ask:

Please let me know when you have time. Thank you.





PURPLE – CALM DOWN CARDS



For Pausing Difficult Moments & Restoring Calm

Pause.
Reset.
Choose peace. 



CALM DOWN CARD #1

Let's take a
deep breath.
Pause.
Then we talk
with respect.



CALM DOWN CARD #2

Pause.
Reset.
Choose peace.



CALM DOWN CARD #3

We can disagree
without being
disrespectful.
Let's find a better
way to talk.



CALM DOWN CARD #4

It's okay to feel
upset.
It's not okay to
say or do things
we will regret.



CALM DOWN CARD #5

Let's stop.
Take a moment.
Come back
when we are both
calm and ready.



CALM DOWN CARD #6

We are a team.
Let's solve this
together – not
against each other.



CALM DOWN CARD #7

Kind words.
Calm hearts.
Stronger
relationships.
Better outcomes.



Peaceful communication. Stronger connections. A harmonious home.

