



Jakarta International  
Customer Service Institute

# TRAINING CATALOG



1. Certified Customer Service Professional (CCSP) for Staff
2. Customer Service Professional for Supervisor
3. Customer Service Professional for Manager
4. Customer Experience Professional
5. Customer Service for Contact Centre Agent
6. Social Media & Customer Service Professional
7. Telesales for Customer Service Professional
8. Training Customer Satisfaction Survey Professional
9. Servant Leadership
10. 3 Days Developing Leadership Skills for Manager
11. Customer Service Quality Assurance for Contact Centre
12. Public Speaking for Customer Service
13. Presentation Skill for Customer Service
14. Paket A : Customer Service Frontline Retailer Store
15. Paket B: Customer Service Passionate For Retailer Store
16. Paket C: Customer Service For Retail Forecasting
17. Customer Service for Hospital & Health Care Industry
18. Customer Experience Management
19. Customer Service For Aparatur Sipil Negara
20. Customer Centricity Organization
21. Customer Service & Customer Relationship Management
22. Customer Service Call Centre
23. Customer Service Live Chat
24. Customer Service for Internal Organization
25. Customer Service Professional untuk Pengelola Toko
26. Crisis Management in Public Relations
27. Social Media Corporate Branding
28. Social Media Specialist
29. Leadership Training for Team Leader & Supervisor

## LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
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Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)



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Jakarta International  
Customer Service Institute

# Customer Service Expert

## Benefit



Pelatihan dimanapun & kapanpun



Bayar Sekali Akses 30 Hari



Materi Pembelajaran Tepat & Sesuai Kebutuhan



Membuka peluang peningkatan karir



## Training Facility



Full Access  
Online Training  
Moduls



Full Access  
Online Video  
Learning



Discussion  
with Expert  
Trainers



Pre-test &  
Final Test



Certificate



10 General Customer  
Service Test & 21  
Customer Service  
Personality Test



FREE Airport pickup service  
(Gratis Antar jemput  
Hotel/Bandara)



FREE Transportasi  
Peserta ke tempat  
pelatihan



FREE Flashdisk



FREE Souvenir  
Exclusive



FREE Bag or backpackers  
(Tas Training)



Module / Handout



2 x Coffe Break &  
Lunch/ Dinner



[www.jicsi.co.id](http://www.jicsi.co.id)

Scan Here to Apply



# 1. Certified Customer Service Professional (CCSP)

**for Staff**



Beginner Level



Training Details :

✓ Online Training  4 x 2.5 Jam

✓ Offline Training  3 x 4 Jam



[www.jicsi.co.id/ccspstaff](http://www.jicsi.co.id/ccspstaff)  
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## Learning Modul

- Modul 1. Basic Concept of Customer Service
- Modul 2. Developing Relationship with Your Customer
- Modul 3. Customer Service in Different Organization
- Modul 4. Match Features & Benefit
- Modul 5. Communication Effectively
- Modul 6. Deliver Service Excellent Through Teamwork
- Modul 7. System For Delivering Service Excellent
- Modul 8. The Your Factor

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## 2. Customer Service Professional for Supervisor



Intermediate Level  
(Syarat CCSP for Staff)



4 x 2.5 Jam Pertemuan Per Minggu  
Self Learning 30 hari



Online Training + Trainer



[www.jicsi.co.id/cs-spv](http://www.jicsi.co.id/cs-spv)  
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### Learning Modul

- Modul 1. What Is Customer Service?
- Modul 2. Contributing To The Service Culture
- Modul 3. Positif Verbal Communication
- Modul 4. Non-verbal Communication
- Modul 5. Listening To The Customer
- Modul 6. Customer Service & Behaviour
- Modul 7. Handling Difficult Customer Encounters
- Modul 8. Customer Service In Diverse World
- Modul 9. Manage Your Stress
- Modul 10. Manage Your Time

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## 3. Customer Service Professional for Manager



Advanced Level  
(Syarat CCSP for Staff & Supervisor)



4 x 2.5 Jam Pertemuan Per Minggu  
Self Learning 30 hari



Online Training + Trainer



[www.jicsi.co.id/cs-manager](http://www.jicsi.co.id/cs-manager)

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### Learning Modul

Modul 1. Servant Leadership

Modul 2. Setting The Strategic Course To Maximize Customer Value

Modul 3. Customer Acquisition And Growing Your Best Customer Base

Modul 4. Using Customer Centricity To Tune Retention And Development Tactics

Modul 5. CRM's Place In Creating A Value Based Strategy

Modul 6. Complain Management In A Customer-oriented Firm

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## 4. Customer Experience Professional



Beginner Level  
Syarat CCSP Staff



Training Details :

- ✓ Online Training  4 x 3 Jam
- ✓ Self learning 30 Hari



[www.jicsi.co.id/cs-experience](http://www.jicsi.co.id/cs-experience)  
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### Learning Modul

- Modul 1. Why Service ?
- Modul 2. What is customer-Focused service ?
- Modul 3. What Customer Want?
- Modul 4. Understanding Customer Expectation & Perceptions
- Modul 5. Moment of Truth
- Modul 6. Internal Partnership
- Modul 7. When Problem Occur... Service Recovery
- Modul 8. Enhanced & Align The Systems

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## 5. Customer Service for Contact Centre Agent



Beginner Level



Training Details :

- ✓ Online Training  4 x 3 Jam
- ✓ Offline Training  2 x 6 Jam



### Learning Modul

- Modul 1. The Important Of Customer Service
- Modul 2. Telephone Etiquette
- Modul 3. Providing Excellent In Phone Service
- Modul 4. Best Service Through Ecommerce Platform
- Modul 5. Providing Excellent In Chat Service
- Modul 6. Providing Excellent In Social Media Service
- Modul 7. Mastering Communication Skill
- Modul 8. Dealing With Difficult Customer
- Modul 9. Dealing With Diversity
- Modul 10. Using Technologies For Customer Service
- Modul 11. Setting Contact Centre Architecture
- Modul 12. Managing Your Contact Centre Position

[www.jicsi.co.id/contact-centre](http://www.jicsi.co.id/contact-centre)  
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## 6. Social Media & Customer Service Professional



Beginner Level



Training Details :

✓ Online Training  4 x 2.5 Jam

✓ Offline Training  2 x 8 Jam



[www.jicsi.co.id/cs-sosmed](http://www.jicsi.co.id/cs-sosmed)  
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### Learning Modul

**Modul 1.** How To Deliver Outstanding Customer Service On Social Media

**Modul 2.** Managing Online Customer Service With An Internal Team

**Modul 3.** Handling Complaints & Negative Comments on Social Media

**Modul 4.** How To Avoid Potential PR Disasters Via Social Media

**Modul 5.** Strategies For Effectively Managing Large Volumes Of Customer Enquiries

**Modul 6.** Good & Not So Good Example Customer Service on Social Medias

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## 7. Telesales for Customer Service Professional



Basic Level



Training Details :

- ✓ Online Training  4 x 3.5 Jam
- ✓ Offline Training  3 x 5 Jam



[www.jicsi.co.id/telesales](http://www.jicsi.co.id/telesales)  
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### Learning Modul

#### Communication Skill

- Modul 1 : Kemampuan Komunikasi - Komunikasi Verbal
- Modul 2 : Kemampuan Komunikasi - Etika Bertelepon
- Modul 3 : Kemampuan Komunikasi - Kemampuan mendengarkan
- Modul 4 : Kemampuan Komunikasi - Komunikasi Non Verbal
- Modul 5 : Kemampuan Menjual secara umum
- Modul 6 : Mengatasi pelanggan yang merasa keberatan
- Modul 7 : Berhadapan dengan berbagai jenis pelanggan

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## 8. Training Customer Satisfaction Survey Professional



Advanced Level



Training Details :

- ✓ Online Training  4 x 5 Jam
- ✓ Offline Training  4 x 5 Jam



[www.jicsi.co.id/csaf](http://www.jicsi.co.id/csaf)  
Scan Here To Apply

### Learning Modul

**Modul 1.** Foundation of Marketing Research

**Modul 2.** Foundation of Customer Satisfaction Survey

**Modul 3.** Customer Satisfaction Survey Tools

**Last Meeting** Case Study & Presentation

#### LOCATION



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## 9. Servant Leadership



Advanced Level



Training Details :

- ✓ Online Training  4 x 3.5 Jam
- ✓ Offline Training  3 x 5 Jam



[www.jicsi.co.id/cs-sosmed](http://www.jicsi.co.id/cs-sosmed)  
Scan Here To Apply

### Learning Modul

Modul 1. Getting Started  
Modul 2. What is Servant Leadership?  
Modul 3. Leadership Practices  
Modul 4. Share the Power  
Modul 5. Characteristics of a Servant Leader

Modul 6. Building a Team Community  
Modul 7. Be a Motivator  
Modul 8. Be a Mentor  
Modul 9. Training Future Leader  
Modul 10. Self Reflection  
Modul 11. Wrapping Up

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# 10. 3 Days Developing Leadership Skills for Manager



Advanced Level



3 x 6 jam Pertemuan



Online Training + Trainer



<http://www.jicsi.co.id/leadership-skill>

**Scan Here To Apply**

## Learning Modul

- Modul 1. Apa itu Kepemimpinan?
- Modul 2. Pemimpin sebagai pemanfaat peluang (visioner)
- Modul 3. Pemimpin sebagai Problem Solver
- Modul 4. Pemimpin sebagai Team Builders
- Modul 5. Pemimpin sebagai Manager
- Modul 6. Pemimpin sebagai Komunikator
- Modul 7. Pemimpin sebagai Pembagi Kekuasaan
- Modul 8. Pemimpin sebagai Pembangun Jaringan
- Modul 9. Pemimpin sebagai Perencana
- Modul 10. Pemimpin sebagai Pemimpin

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# 11. Customer Service Quality Assurance for Contact Centre



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/login/certified-qa>

**Scan Here To Apply**

## Learning Modul

Modul 1 : Memahami Peran Quality Assurance

Modul 2 : Membuat Metode Penelitian

Modul 3 : Melakukan Review dan Menyesuaikan Atribut yang Digunakan

Modul 4 : Implementasi Sistem Aplikasi Penilaian Terbaru

Modul 5 : Reporting Modul

### LOCATION



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# 12. Public Speaking for Customer Service



Basic Level



2 x 8 jam Pertemuan



Offline Training



<http://www.jicsi.co.id/login/en/training-public-speaking/>

**Scan Here To Apply**

## Learning Modul

Modul 1 The Power Of Public Speaking

Modul 2 Persiapan Dalam Public Speaking

Modul 3 Mengenali Audience Public Speaking

Modul 4 Komunikasi dalam Public Speaking (PR/MC atau Pidato)

Modul 5 Penampilan Diri Yang Elegant Dalam Public Speaking

Modul 6 Praktek Individual

### LOCATION



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# 13. Presentation Skill for Customer Service



Basic Level



2 x 8 jam Pertemuan



Offline Training



<http://www.jicsi.co.id/login/en/training-presentation-skill/>

**Scan Here To Apply**

## Learning Modul

Modul 1 Konsep Presentasi yang Baik

Modul 2 Merancang Struktur Presentasi yang Baik

Modul 3 Konsep Slide yang Visual & Efektif

Modul 4 Meningkatkan kepercayaan diri dan mental positif dalam presentasi

Modul 5 Menguasai Aspek Utama Penyampaian Presentasi yang Meyakinkan

Modul 6 Praktik Delivery Presentasi dengan Percaya Diri dan Meyakinkan

## LOCATION



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## 14. Paket A : Customer Service Frontline Retailer Store



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/frontliner-retail>

**Scan Here To Apply**

### Learning Modul

Modul Pendahuluan : Hubungan antara penjualan dan layanan pelanggan.

Langkah Pertama : Pahami barang yang anda jual dan para pelanggan anda

Langkah Kedua : Menciptakan peluang

Langkah Ketiga : Mencocokkan kebutuhan pelanggan

Langkah Keempat : Tentukan tujuan dan selesaikan penjualan

Langkah Kelima : Layanan Purna Jual dan Tindak Lanjut

#### LOCATION



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## 15. Paket B: Customer Service Passionate For Retailer Store



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/passionate-retailer>

Scan Here To Apply

### Learning Modul

Modul 1 Motivasi Pelanggan

Modul 2 Kesan = Hasil

Modul 3 Komunikasi Non-Verbal

Modul 4 Bahasa yang Berpengaruh

Modul 5 Interaksi dengan Intensitas Tinggi

#### LOCATION



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# 16. Paket C: Customer Service For Retail Forecasting



Advanced Level



2 X 8 jam Pertemuan



In House Training



## Learning Modul

Modul 1 : Perkiraan Penjualan dalam Bisnis Ritel

Modul 2 : Perencanaan Penjualan dalam Bisnis Ritel

Modul 3 : Perencanaan Sumber Daya

Modul 4 : Melakukan Perencanaan Penjualan

Modul 5 : Layanan Purna Jual dan Melakukan Tindak Lanjut

### LOCATION



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# 17. Customer Service for Hospital & Health Care Industry



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/layanan-pasien>

**Scan Here To Apply**

## Learning Modul

Modul 1 : Perkenalan

Modul 2 : Bahasa Tubuh dan Mendengarkan Pelanggan

Modul 3 : Komunikasi

Modul 4 : Menangani Keluhan Pelanggan

### LOCATION



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# 18. Customer Experience Management



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/cx-management/>

**Scan Here To Apply**

## Learning Modul

Modul 1. Memahami Konsep Dasar Customer Experience Management (CEM)

Modul 2. Customer Experience

Modul 3. Memetakan Perjalanan Pelanggan (Customer Journey Mapping)

Modul 4. Customer Experience Research Methods

Modul 5. Strategi Customer Experience

Modul 6. Peran Inovasi dalam Customer Experience

Modul 7. Tantangan dalam Customer Experience Management

Modul 8. Menggunakan channel komunikasi dan jejaring sosial dalam membangun customer experience

## LOCATION



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# 19. Customer Service For Aparatur Sipil Negara



Basic Level



2 X 8 jam Pertemuan



In House Training



## Learning Modul

Modul 1: Membangun Dasar Pemahaman Organisasi yang Berpusat pada Pelanggan (Customer-centric organization)

Modul 2: Menciptakan Kepercayaan, Kredibilitas, dan Rasa Percaya

Modul 3: Membangun perilaku yang Tepat

Modul 4: Membangun Kerjasama

Modul 5: Kemampuan Mendengarkan : Membangun empati

Modul 6 : Kemampuan berkomunikasi

Modul 7 : Bahasa Tubuh - Body Language – Non-Verbal Communication

Modul 8 : Membangun kesan dan Terkoneksi dengan pelanggan

Modul 9 : Membaca Bahasa Pelanggan

Modul 10 : Menyampaikan Ketidaksetujuan dengan Cara yang Ramah

Modul 11 : Proaktif dalam Mengapresiasi / Menghargai

Modul 12 : Meningkatkan Pengalaman Layanan Pelanggan

Modul 13 : Menyelesaikan Keluhan Pelanggan dan Melakukan Eskalasi

Modul 14 : Menyajikan Layanan Pelanggan Prima

<http://www.jicsi.co.id/cs-asn/>

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## 20. Customer Centricity Organization



Basic Level



2 X 8 jam Pertemuan



In House Training



### Learning Modul

Modul 1: Memahami Customer Centricity

Modul 2: Ekuitas Pelanggan

Modul 3 : Customer Lifetime Value

Modul 4 : Customer Relationship Management

Modul 5 : Membangun Keunggulan Berkompetisi

Modul 6 : Mengembangkan Strategi Customer Centric

Modul 7 : Marketing Perspective

Modul 8 : Memahami Kebutuhan dan Harapan Pelanggan

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# 21. Customer Service & Customer Relationship Management



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/crm/>

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## Learning Modul

Modul 1: Introduction

Modul 2: Build a road map

Modul 3: Importance of the CRM

Modul 4: Strategy & Planning

Modul 5: Finalize the Tool

Modul 6: CRM used in Customer Service

Modul 7 : CRM used in Sales & Marketing

Modul 8: Follow Through

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## 22. Customer Service Call Centre



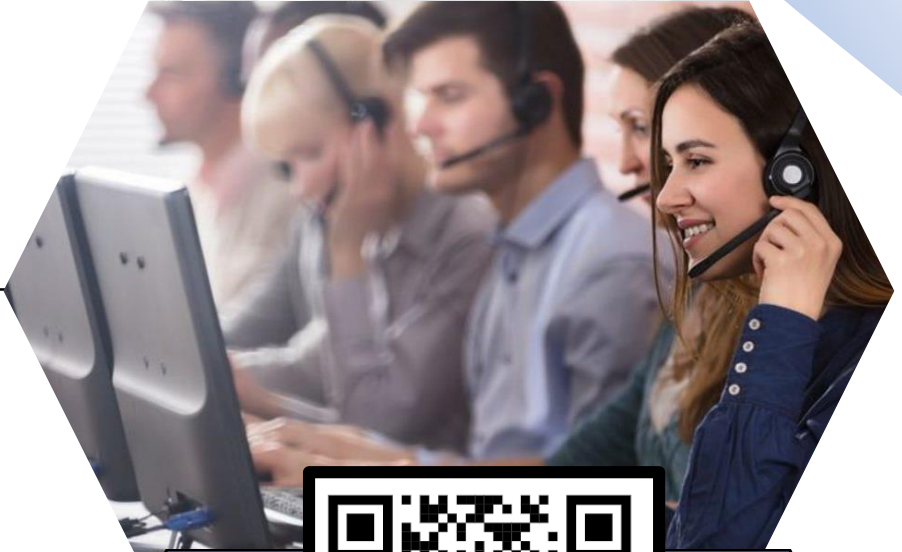
Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/training-call-centre/>

**Scan Here To Apply**

### Learning Modul

Modul 1: Know your customer and create the foundation

Modul 2: Qualities required for a Good Telephone Interaction

Modul 3: Communication Skills

Modul 4: Listening Skills

Modul 5: Voice Modulation

Modul 6: Trust, Credibility, Respect

Modul 7: Questioning

Modul 8: Deal with difficult customers

Modul 9: Deal with the smaller aspects with bigger results

Modul 10: Closing the Call

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# 23. Customer Service Live Chat



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/cs-live-chat/>

**Scan Here To Apply**

## Learning Modul

Modul 1 : Introducing Live Chat Essentials

Modul 2 : Anatomi Live Chat

Modul 3 : Communicating and Building Rapport with your Live Chat Customers

Modul 4 : Listening to Your Customer's Needs

Modul 5 : Investigating Your Customer's Needs

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# 24. Customer Service for Internal Organization



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/crm/>

**Scan Here To Apply**

## Learning Modul

Modul 1: Know the Internal Customer and internal customer service

Modul 2: Internal Customer Service Values

Modul 3: Listening Skills: Generate Empathy

Modul 4: Communication Skills

Modul 5: Handling emotions

Modul 6: Agree to disagree amiably

Modul 7: Body Language – Non-Verbal  
Communication

Modul 8: Responsibility and Responsiveness

Modul 9: Handling Complaints

## LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
(6.500.000 IDR / participant)



Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)



# 25. Customer Service Professional untuk Pengelola Toko



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/cs-toko/>

**Scan Here To Apply**

## Learning Modul

Modul 1. Konsep dasar dalam melayani pelanggan

Modul 2. Membangun hubungan yang baik dengan pelanggan

Modul 3. Menanggapi Keluhan Pelanggan

Modul 4. Berkomunikasi secara efektif kepada pelanggan

### LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
(6.500.000 IDR / participant)



Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)



# 26. Crisis Management in Public Relations



Basic Level



8 jam



In House Training



Nico Wattimena Ph.D, MCIPR



<http://www.jicsi.co.id/crisis-management-in-public-relation/>

**Scan Here To Apply**

## Learning Modul

1. The Foundation of Good Public Communication Techniques
2. Corporate Reputation Management
3. Mass Communication Strategy to Maintain Organizational Reputation
4. Crisis Communications
5. Media Relations: Concepts & Practices
6. Media Crisis Communications
7. Building Strengthening Communications Team for Our Organization – How to Prepare & Handle Media Crisis Communications in the Future?

### LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
(6.500.000 IDR / participant)



Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)



# 27. Social Media Corporate Branding



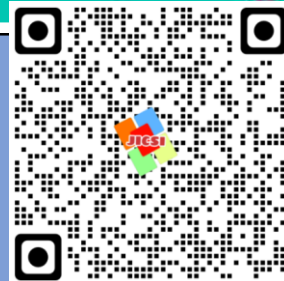
Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/socmed-corporate-branding>

**Scan Here To Apply**

## Learning Modul

- Mengenal Aneka Fasilitas dan Layanan Social Media
- Memahami Konsep Cyber Public Room.
- Etika dan Tata Cara Pergaulan Cyber Public Room
- Mengenal dan Memahami UU ITE
- Study Kasus Pelanggaran UU ITE dan sanksinya (sanksi hukum dan sanksi social masyarakat)
- Pemanfaatan layanan FACE BOOK sebagai media Corporate Branding
- Pemanfaatan layanan LINKEDIN sebagai media Corporate Branding
- Pemanfaatan layanan TWITTER sebagai media Corporate Branding
- Pemanfaatan layanan Sosial Media lainnya
- Tips Mengatasi dan Menjawab Black Campaign di SosMed
- Tips Melakukan White Campaign dalam rangka Corporate Branding

## LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
(6.500.000 IDR / participant)



Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)



# 28. Social Media Specialist



Basic Level



2 X 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/login/en/social-media-specialist/>

**Scan Here To Apply**

## Learning Modul

1. Research and strategi for Social Media
2. Creative copy writing for social media content and campaign
3. Creative design for social media content and design
4. Social Media Analysis
5. Social Media Content Creator
6. Sosial Media Campaign and Run Through Ideation
7. KOL & Influencers Management
8. HR Career Preparation

### LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
(6.500.000 IDR / participant)



Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)





# 29. Leadership Training for Team Leader & Supervisor



Basic Level



1 x 8 jam Pertemuan



In House Training



<http://www.jicsi.co.id/login/en/leadership-all-members/>

**Scan Here To Apply**

## Learning Modul

1. I Am a Leader & 4 Pillar in leadership
2. Service Culture
3. Attitude & interpersonal skill
4. Customer interaction skill & how to handle difficult Customer
5. Understanding smart word vs killer word

### LOCATION



Yogyakarta, Hotel Dafam Malioboro  
(6.000.000 IDR / participant)



Jakarta, Hotel Amaris Tendea  
(6.500.000 IDR / participant)



Bandung, Hotel Golden Flower  
(6.500.000 IDR / participant)



Bali, Hotel Ibis Kuta (7.500.000 IDR / participant)



Lombok, Hotel Jayakarta (7.500.000 IDR / participant)