



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Corporate Governance Training for Board Members & Directors

OVERVIEW



In today's complex and volatile market dynamics, there is growing scrutiny on the role and performance of the Board of Directors. Appointed by the shareholders, the directors are effectively the agents of the company and it is their duty to ensure that the company achieves its strategic objectives, and its assets are safeguarded. Furthermore, since the enactment of Sarbanes-Oxley, most of the countries have come up with their own Code of Corporate Governance, and the compliance is closely monitored by the Stock Exchange regulators. In most countries, it is now mandatory for Directors to attend a course on Corporate Governance.

All directors, whether incumbent or incoming, must work in unison and at the same time share a special sense of bond and camaraderie. Coming from different backgrounds, they bring valuable experience to the organisation and must learn from each other.

With changing business environment, regulations and compliance issues are evolving. Continuous education of the board ensures that the directors are aware of their fiduciary duties and have the necessary knowledge to fulfil them. Organisations investing in training their directors have a direct bearing on their performance and continual training turns an average board into a high-performance board. What will be covered in Corporate Governance

Training for Board Members? Our course in Corporate Governance offers an excellent learning experience with a view to set up a high performing board to meet the global business challenges. In this course, you will learn some of the best Board practices, the composition of the Board, and the roles of various Board Committees.

The JICSI programme addresses key governance issues such as transparency, accountability, independence, and the need to ensure adequate internal controls. In addition, the programme covers understanding financial reports, particularly for professionals with non-finance backgrounds.



Course Objectives

The key objectives of this Corporate Governance Training for Board Members are to:

- Ensure a sound basis for an effective corporate governance framework
- Confirm that the composition of the board is well-rounded
- Empower and equip the Board with skills required to perform their duties as Directors
- Ensure a thorough understanding of the key areas of the code of corporate governance
- Introduce best practices of the Board for an effective and efficient management
- Promote transparency, accountability, fair disclosure, and equitable treatment for all stakeholders across the organisation
- Avoid conflict of interest within the organisation
- Ensure efficient internal controls and risk management systems within the company
- Understand roles of directors, management, and various committees of the board
- Apply the knowledge and information received through the training program to enhance existing systems and processes within one's organisation, contributing to organisational growth and development
- Understand regulatory and reporting requirements and ensure compliance
- Promote and encourage environmental and social activities for the overall good of the community

TRAINING METHODOLOGY

This collaborative Corporate Governance Training Certification for Board Members & Directors will comprise the following training methods:

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises





ORGANISATIONAL BENEFITS

Upon completion of this Corporate Governance Training Certification for Board Members & Directors, delegates will be able to derive the following benefits for the organisation:

- Gain an in-depth comprehension of the scope and key principles of corporate governance
- Ensure that the governance system is aligned with the overall mission and vision of the organisation
- Maintain good relationships with employees, business partners, government entities, and other stakeholders
- Evaluate and mitigate risk while maximising opportunities through strategic board-level decisions
- Ensure that effective internal controls exist so as to safeguard the company's assets
- Promote a culture of transparency and fairness with all stakeholders
- Play a meaningful advisory role within the context of an increasingly digital landscape
- Emphasise the importance of effective Internal Controls and Risk Management
- Adopt best practices of corporate governance
- Interpret financial information and provide effective oversight accordingly
- Evaluate the effectiveness of the board as well as the performance of individual directors
- Review and revise policies and systems in order to stay relevant and competitive in the market

PERSONAL BENEFITS

Upon completion of this Corporate Governance Training Certification for Board Members & Directors, the participants will personally benefit in the following areas:

- lay a strategic role in their organization's success and achievements
- Fill any knowledge or skills gaps that will increase their effectiveness
- Boost their confidence with a deeper understanding of the role of a director or future director
- Understand financial statements and develop the ability to question figures
- Familiarise with the requirements to check that the board has been set up in accordance with the best business practices
- Understand the process of evaluating other directors and board meeting process
- Gain enough knowledge to train other professionals on various aspects of corporate governance
- Acquire detailed information about corporate governance, including the corporate governance code, principles, models, policies, and best practices
- Develop the ability to establish and manage clear policies and guidelines of corporate governance, in turn inviting further opportunities to assume higher roles and responsibilities
- Enhance the knowledge and skills needed to identify and manage both risks and opportunities

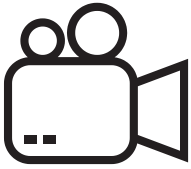




WHO IS THIS PROGRAMME FOR?

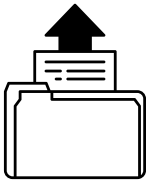
- Chairmen
- Members of the Board of Directors
- C-suite Executives, CEOs, CFOs and COOs
- Independent Directors
- Company Secretaries
- Legal Advisors
- External and Internal Auditors
- Members of the Board Committees
- Senior Executives, Members of Management Committees
- HR professionals working closely with the boards
- Shareholders eager to learn the principles and requirements of code of corporate governance
- Aspiring board member

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



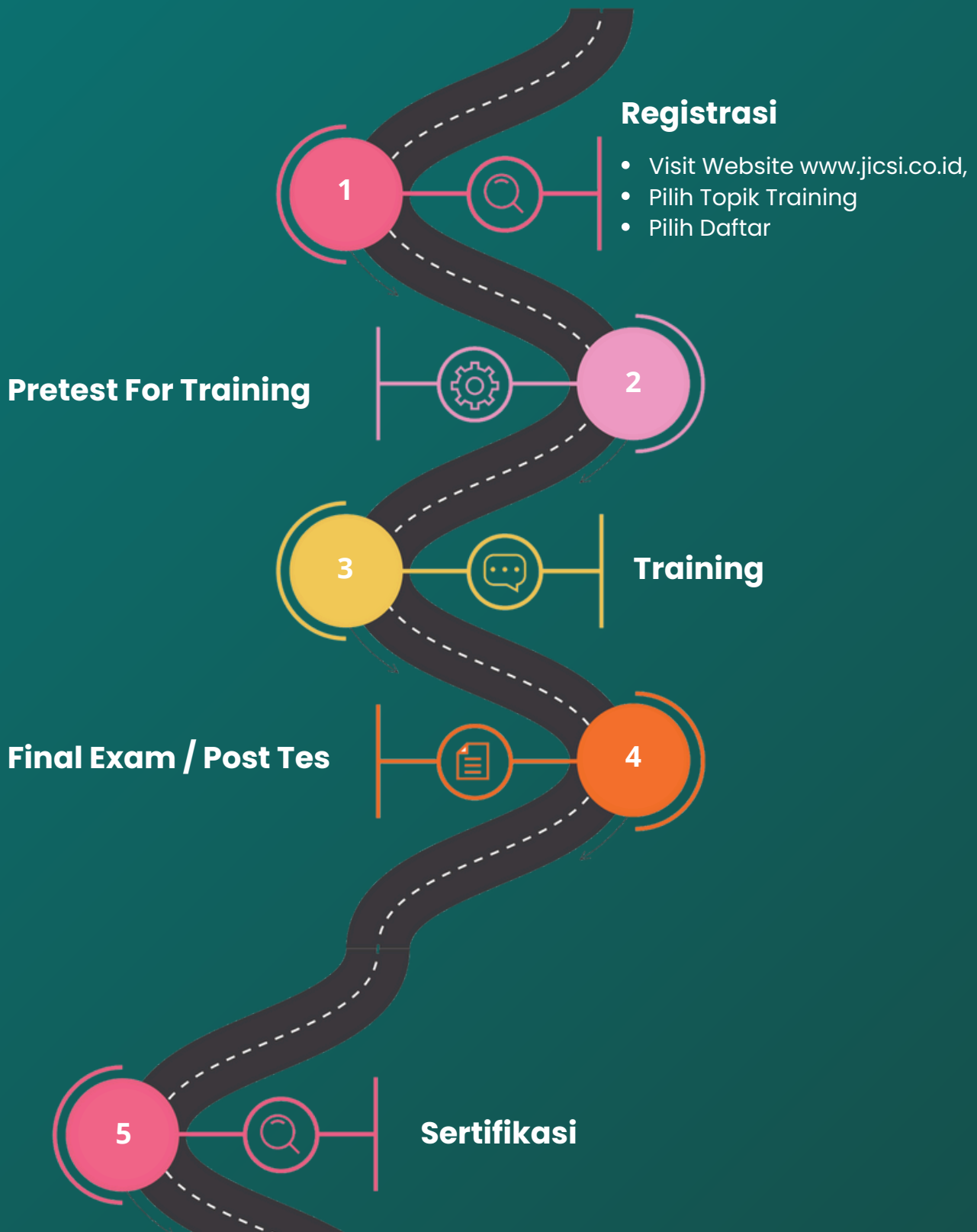
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Corporate Governance

Module 2 : Board of Directors

Module 3 : Board Committees

Module 4 : Introduction to Risk Management

Module 5 : O.E.C.D. Guidelines

Module 6 : Understanding Financial Statement

Module 7 : Finance for Non-Finance Professionals

Module 8 : Internal Controls

Module 9 : Role of HR Department



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang, Ph.D
Founder JICSI



Dalam lanskap bisnis yang terus berkembang, pengalaman pelanggan (Customer Experience/CX) telah menjadi faktor kunci yang menentukan keberhasilan perusahaan. Dulu, fokus utama bisnis adalah pada jumlah transaksi dan penjualan. Namun, seiring dengan meningkatnya ekspektasi pelanggan dari waktu ke waktu ditambah dengan persaingan bisnis yang semakin ketat, CX telah berevolusi menjadi "mata uang baru" dalam dunia bisnis yang perlu untuk di pertimbangkan di era bisnis sekarang.

Studi menunjukkan bahwa peningkatan pengalaman pelanggan memiliki dampak langsung pada kinerja finansial perusahaan. Menurut penelitian McKinsey, meningkatkan CX dapat meningkatkan pendapatan penjualan sebesar 2 hingga 7 persen dan profitabilitas sebesar 1 hingga 2 persen. Selain itu, pengembalian total bagi pemegang saham meningkat sebesar 7 hingga 10 persen dengan peningkatan CX.

Perusahaan yang berfokus pada CX tidak hanya melihat peningkatan dalam loyalitas pelanggan tetapi juga dalam profitabilitas. Laporan McKinsey mengungkapkan bahwa memperbaiki pengalaman pelanggan dapat meningkatkan pendapatan penjualan sebesar 2 hingga 7 persen dan profitabilitas sebesar 1 hingga 2 persen.

Perubahan ini mencerminkan pergeseran paradigma di mana pelanggan modern tidak hanya mencari produk atau layanan berkualitas, tetapi juga interaksi yang bermakna dan pengalaman yang memuaskan. Pengalaman yang buruk dapat dengan cepat merusak reputasi bisnis, sementara pengalaman positif dapat mendorong loyalitas dan rekomendasi dari mulut ke mulut. Mengingat customer experience ini sangat penting bagi kemajuan suatu bisnis, Jakarta Internasional Customer Service Institute (JICSI) mengajak teman teman sekalian untuk ikut dalam pelatihan yang sudah kami formulasikan kepada teman teman yang apapun posisi Anda, karena customer experience adalah untuk seluruh anggota organisasi, karena setiap langkah dan perilaku kita ketika berinteraksi dengan pelanggan akan menjadi point penting bagi pelanggan kita ketika mereka melakukan interaksi dengan kita. Pelatihan ini di rancang dan di formulasikan berdasarkan hal hal yang terjadi di lapangan ketika berinteraksi dengan pelanggan, dan bagaimana penyelesaian terhadap suatu permasalahan.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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