



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



**Executive Assistant
and Personal Assistant
(PA) Training Course**

OVERVIEW



Do you want to start your career as an Executive Assistant or a Personal Assistant (PA)? This program will empower you with all the skills and knowledge you will require to become a successful Personal Assistant or an Executive Assistant leading to a bright career.

The Personal Assistant's role demands exceptional planning and organizing skills. They need to have the ability to solve problems with quick decision makings and be tactful and discreet in the process of doing so.

Personal Assistant duties include overall assistance to managers and senior executives, to handle and perform a vast verity of tasks, which ultimately contributes to the overall results of the management or the manager. Work productivity can be compromised if there is no support from a certified personal assistant.

They are a pillar of support for the functions of senior managers and executives. Executive assistants, Personal Assistants, and Secretaries are very valuable and play a pivotal role in the organization's management.

The present demands and requirements from higher management officers and executive leaders, executive assistants, and executive secretary emerge as crucial positions in today's global corporate environment.

The Executive Assistant or a Personal Assistant assists the management to take responsibility for the top executive's office tasks and manage them effectively. Are you already in an Executive Assistant, Personal Assistant, or a Personal Secretary role but look forward to the next level performance with improvised work techniques?

From this training program on the Executive Assistant and Personal Assistant (PA) Training Certification Course offered by JICSI, the participants will cultivate a professional attitude for elevating their work relationship with their manager and building effective connections with stakeholders involved with the management.

This course will enable participants with important insights to increase tolerance to stress and stay in control of time and deadlines. They will learn crucial skills in organizing professional meetings, writing effective agendas, and minutes of meetings in this program.

This course will engage you to rethink your value and significance as an executive assistant and acquire the competencies and confidence to achieve better results. Participants will learn the best practices and tools that will enable them to develop their emotional intelligence, business etiquette, and multitasking capabilities to develop as a next-generation Executive Assistant, Personal Assistant, or a Personal Secretary.



Course Objectives

By the close of the Executive Assistant and Personal Assistant (PA) Training Certification Course, professionals of this course will be able to:

- Aid directors and senior managers by performing pivotal roles
- Discover proactive approaches, problem-solving and decision-making skills
- Master the art of multi-tasking and organizing skills
- Learn time management and principles of prioritizing
- Represent your Manager in the Networking circle
- Synchronize your work style with your manager's work styles
- The balance between independent decision makings and getting manager involved
- Get situations under control with proven time and stress management strategies
- Organize meetings, appointments, travel arrangements, and manage priority tasks
- Apply professional communication and business-writing techniques
- Boost your presentation and report writing skills
- Understand the art of managing conflict
- Comprehend the fundamentals of corporate and management behaviour
- Learn the impact of technology used by next-generation executives and assistants
- Understand the importance and techniques of protocol and diplomacy

TRAINING METHODOLOGY

JICSI has designed the Executive Assistant and Personal Assistant (PA) Training Certification Course as a very practical program for professionals looking to start their career or upskill themselves for better positions. This workshop is very practical and based on the adult learning methodology of learning.

It is facilitated with effective theoretical lessons, interactive exercises, and powerful presentations. Participants are urged to involve role-plays and activities. Through active involvement, participants are trained to apply their learnings. Customized modules can be designed to meet training expectations.





ORGANISATIONAL BENEFITS

Organisational Benefits of employees who take up this Executive Assistant and Personal Assistant (PA) Training Certification Course will be as follows:

- There is a rapid increase in overall productivity and capabilities
- The organisation is better organised with improved file management and document control
- Participants gain a broader understanding of the business as they deal with the management
- They bring in greater confidence to executives to have more critical tasks delegated to them
- Participants are more skilled in managing organizational projects as a project manager
- A develop productivity is noticed through enhanced time management, prioritizing and delegation skills
- They tend to gain respect from the senior management and the directors of the company
- Participants learn modern concepts and strategies to carry out high-level responsibilities with excellence

PERSONAL BENEFITS

Participants who enrol in this Executive Assistant and Personal Assistant (PA) Training Certification Course will benefit in the following ways:

- Individuals become an imperative deputy to their managers
- Professional Personal assistant is always prepared for any challenges that come their way
- They have an understanding of how to make the right decision in unusual circumstances
- As professionals they comprehend different dimensions of Emotional Intelligence and use it to their advantage
- There is an enhanced recognition of their role at the workplace and in the society
- Individuals tend to be more focused and goal-oriented
- There is increased confidence and assertive skills are noticed
- Participants learn the skills to influence and make an impact
- They tend to have better delegation and negotiation skills
- Individuals demonstrate professional skills in communication, coordination, and organizing



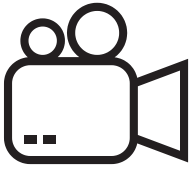


WHO IS THIS PROGRAMME FOR?

This Executive Assistant and Personal Assistant (PA) Training Certification Course is great for both individuals who want to start their career in this role and also for people who have relevant experience in this position but want to refine and systemize their existing skills and knowledge to progress in their career. This is a great course for anyone responsible for supporting the management or senior officers/managers with their administrative work. They may include:

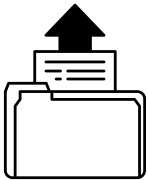
- Executive Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Administration Managers
- Management Secretaries
- Office Managers
- Senior Assistants

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**



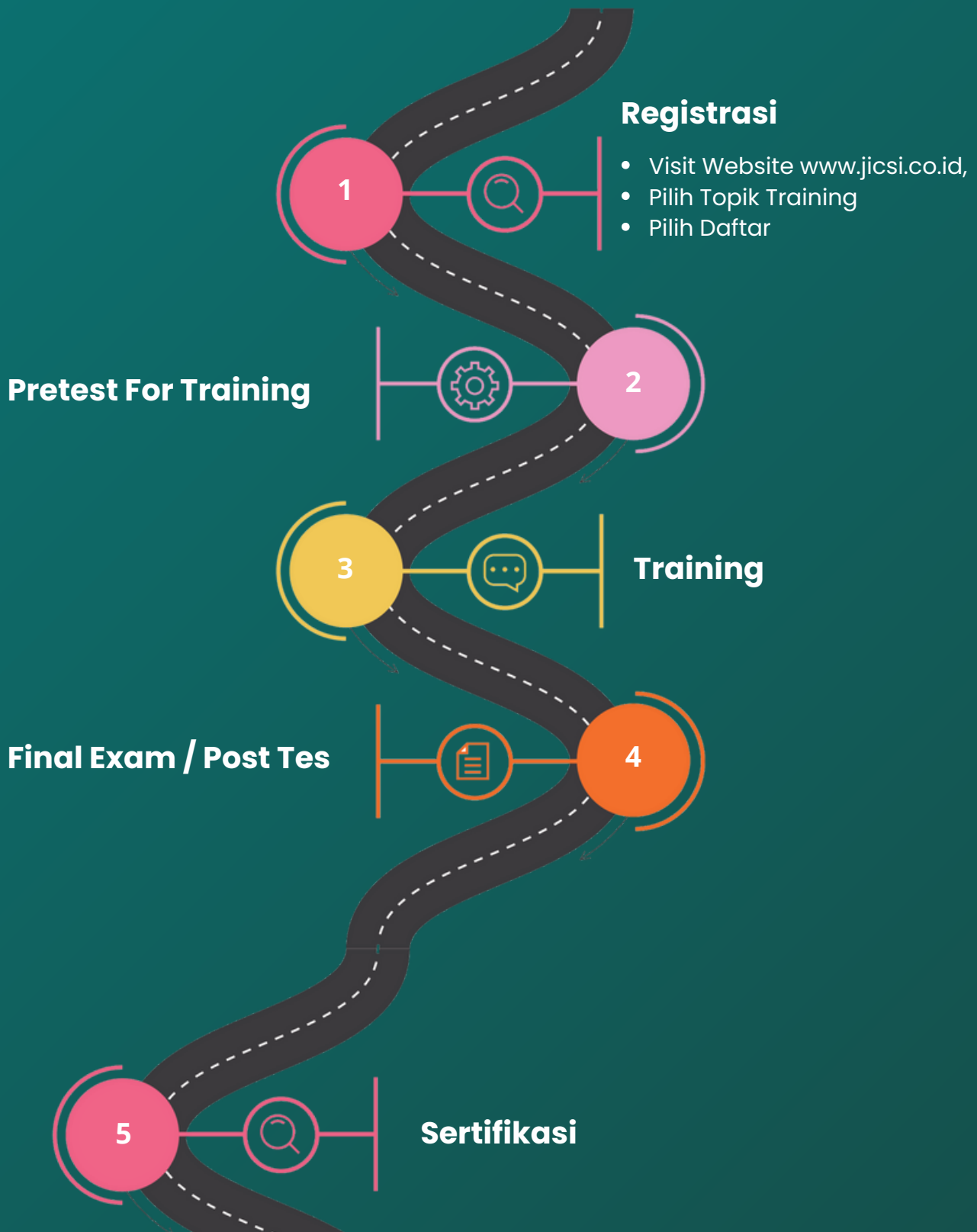
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Role of a modern Personal Executive Assistant

Module 2 : Assistant and Manager Relationship

Module 3 : Time Optimisation, Task Management & Prioritization

Module 4 : Business Etiquettes and Diplomacy

Module 5 : Effective Interpersonal Communication

Module 6 : Meetings Management

Module 7 : Emotional intelligence (EI) and Stress Management

Module 8 : Visitors Management

Module 9 : Professional Business Communications

Module 10: Additional Responsibilities



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**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

