



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Executive Secretarial Training Course

OVERVIEW



What does it mean to be an executive secretary? As an Executive Secretary, your job often involves assisting management and executives, using a range of organizational and communication skills, and various project management skills to keep the office setting function effortlessly. Similarly, you will have to handle all the administrative details of meetings, conference and simultaneously prepare meeting documents and note the minutes at meetings for future reviews, schedule appointments, business meetings, organize paper and electronic filings, manage projects, handle telephonic, postal and e-mail correspondence, and handle travel arrangements. Such roles demand a multi-talented skill to become successful in such a job.

Without an executive secretary or a Personal Assistant, organizing, planning, communicating, and helping manage office situations can lead to confusion, disorganization, and chaos.

Secretaries are usually the face of the company and are the first points of contact for visitors entering or visiting the organization. Executive Secretaries must have an outstanding personality and excellent customer service skills.

Mastering modern secretarial skills is imperative to create an efficient and strong office environment that pushes business development. Secretaries must exhibit a high professional image at all times in the workplace. These skills can be learned and require little training and much practice.

This program on Executive Secretarial Training Course offered by JICSI is designed with today's Secretarial challenges and needs at the centre of the learning process. With well-researched expertise, the course will inspire you to become the best at your job. This course on Executive Secretarial is exceptionally interactive and practical in nature.

Being a skilled secretary or administrator, requires exceptional office management skills, complete accuracy in filing and management of records, top-class business writing abilities, excellent communication skills, and exceptional interpersonal abilities. This training program will help you cover and upskill yourself will all of these skills required to be today's successful Executive Secretary.



Course Objectives

By the end of the Executive Secretarial Training Course, participants of this program will be able to:

- Determine the secretary's role and its importance in the modern offices
- Develop the important secretarial skills required in a modern-day business
- Emit the drive to grow in secretarial practices
- Create a positive impact on the performance of the organization as a whole
- Boost your written and face-to-face communication
- Enhance their interpersonal skills
- Set priorities and manage time efficiently
- Learn to think proactively and positively
- Learn to set up effective filing and records management systems
- Learn to organize and manage petty cash
- Manage stock and stationery supplies
- Handle Stress and learn stress management techniques
- Enhance telephone skills
- Be assertive and build a good rapport with stakeholders

TRAINING METHODOLOGY

JICSI has designed this training program on the Executive Secretarial Training Course for secretaries and administrative assistants who are looking to upskill themselves and learn the modern ways of secretarial functions.

This workshop covers a wide range of topics set to bring in a change from the traditional ways that secretaries function to the modern practices in the corporate world. This course is very practical and interactive as administrators and secretaries from other organizations share their office challenges and processes. A customized program can be arranged to achieve organizational requirements.





ORGANISATIONAL BENEFITS

The organizational benefits of employees who take part in this Executive Secretarial Training Course will be as follows:

- Secretaries and Administrators are more focused as they learn to prioritize tasks
- There is an increase in productivity among the departments
- Enhanced confidence among the administrators is noticed, impacting the morale of the team
- Employees are up-to-date with their roles and responsibilities thus offering better output
- Better customer service and vendor service is noticed due to excellent interpersonal skills
- Secretaries and administrators are aligning them to business goals and objectives
- The staff is more matured with better emotions handling capacity
- There is job satisfaction and increased employee retention among the quality staff
- Processes boost in efficiency, resulting in profitability in the business
- Innovation brings an increase in the capacity to adopt new technologies and methods

PERSONAL BENEFITS

Applicants who enrol in this Executive Secretarial Training Course will benefit in the following ways:

- There is an enhanced sense of self-assurance and self-satisfaction
- Participants turn out to be more objective-positioned in all aspects of life
- Increased assertiveness is reflected
- Enhanced interpersonal skills overflow in daily life
- They tend to have better interpersonal skills
- Individuals have a decreased stress level
- There is an upsurge in self-value and motivation
- Their speech and communication skills are developed
- Individuals manage time more effectively

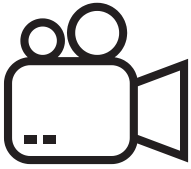




WHO IS THIS PROGRAMME FOR?

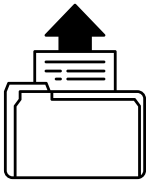
- This program is designed for personnel who perform the tasks within the secretarial or administrative position. This program is for all those who would want to improve their skills for such important administrative positions.
- Secretaries, administrative assistants, Personal Assistants, Office Managers, Coordinators, must undertake this training program. Individuals who want to learn new skills in administration, multi-tasking, and interpersonal skills should enrol for this course.

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**



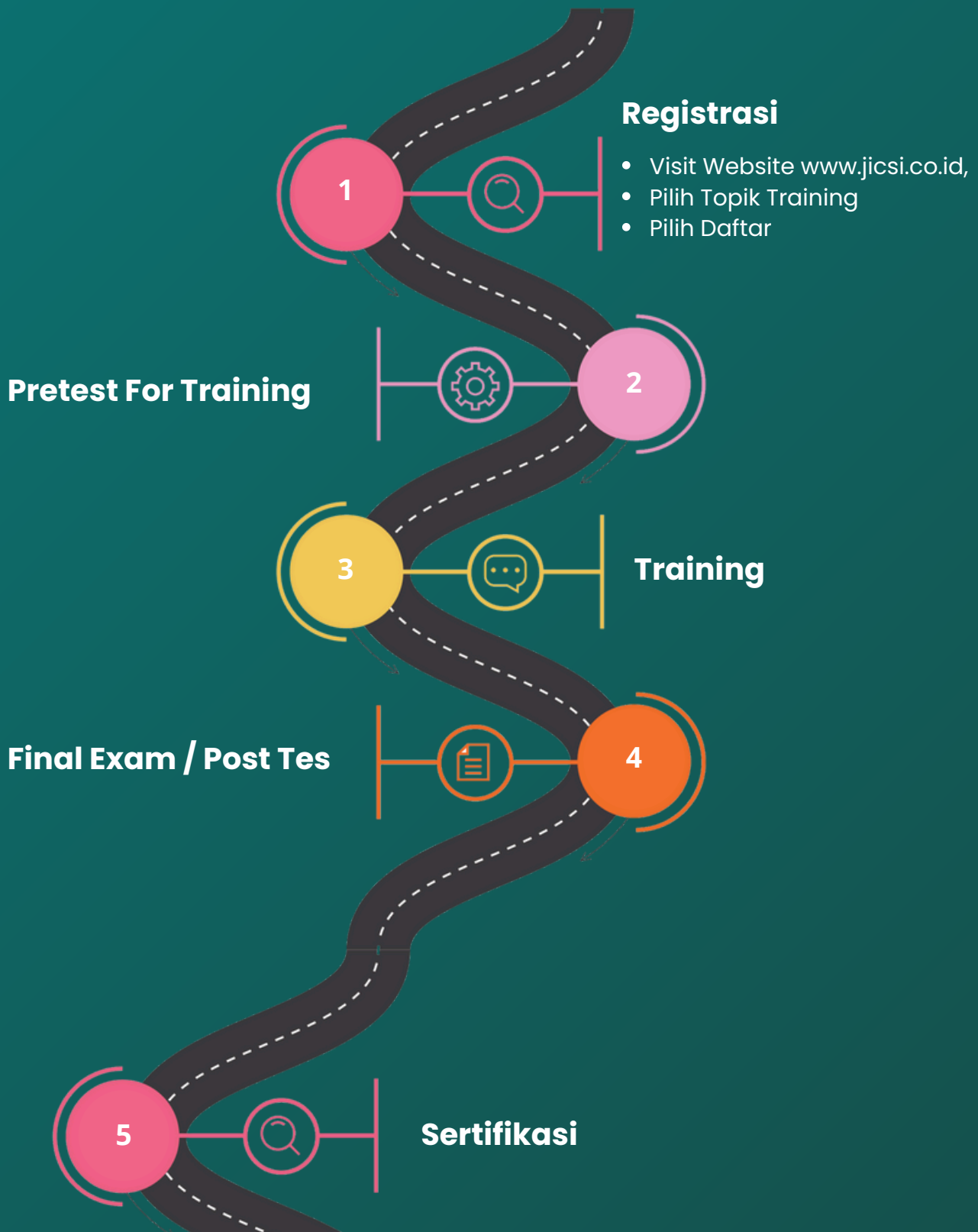
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Concept of The Secretary

Module 2 : Organizational Skills

Module 3 : Business Communication

Module 4 : Stress management

Module 5 : Office Technology

Module 6 : Interpersonal Skills

Module 7 : Ethics and professionalism

Module 8 : Information Management



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)



SERTIFIKAT PELATIHAN

PD/2024/070524/004

DIBERIKAN KEPADA

Name xxxxx

Telah Menyelesaikan Pelatihan Diselenggarakan Oleh
Jakarta International Customer Service Institute (JICSI) bersama
Customer Service Experience Association Indonesia (CSEAI)

Executive Secretarial Training Course

Rudyanto H.P Manullang, Ph.D, M.P.H

Founder JICSI

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

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