



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



10 Day Intensive Training in HR

OVERVIEW



What is 10 Day MBA in HR? The Comprehensive MBA in HR program is designed to give HR professionals theoretical and practical exposure to the role and responsibilities of HR in any organization. This course is custom-designed to ensure that the participants succeed in their role.

HR is the division of a business, responsible for obtaining, inspection, recruiting, and training job applicants, managing employees, and dispensing employee-benefit programs. HR department that embraces HRM strategies performs a more active role in improving an organization's workforce. They endorse processes, methodologies, and business resolutions to management.

HRM is related to the 'people' side of an organization. It is around achieving the adequate number of people with the required skills and knowledge to accomplish the strategic goal of an organization.

HR department provides the essential tools, training, administrative services, talent management, legal, and management advice that an organization needs for successful operations.

HR team is not just accountable for recruiting but goes beyond that; nurturing talent, managing compensation and motivation, employee engagement is some of the essentials managed by HR. The HR function involves strategic decision-making, handling special situations related to mergers or layoffs. HR team is liable for establishing the culture of the organization and ensuring that the organization has vision, mission, and values that are aligned with all the employees.



Course Objectives

By the end of the 10-Day MBA in HR, the participants of this course will be able to:

- Understand the importance and benefits of HR
- The impact of HR on the growth of an organization
- Illustrate the role and functions of the HR Department
- Understand existing practices in HRM
- Obtaining and nurturing effectiveness against a precipitously changing business environment
- Describe the theory of effective training and development
- Build effective teams and develop superior levels of personal and team performance
- Use suitable skills for forming a learning organization
- Elucidate the significance of strategic human capital management
- Establish an awareness of resourcing, recruitment, rewards, and compensation
- Identify and assess performance management in a multi-cultural environment
- Understand new HR framework and comprehend the subsequent organization structural changes needed
- Align strategies to the organizational goals
- Improve understanding of HR strategic thinking and its role in business
- Delve into knowledge management and the expanding role of emotional intelligence
- Identify and use innovative ideas to improve HR performance
- Develop effective negotiation skills

Training Methodology

The designed this training program on the 10-Day MBA in HR to enable participants to deep dive into the key aspects of Human Resource Management. It helps gain insights on conventional and progressive HR practices that have rapidly evolved in the last 2 decades.

The modules have pre-reads during the workshop with insights and post-session reading and support material. The industry veterans lead each distinct module to give first-hand, real-time exposure to the participants.

There are activities like case studies, role plays, simulations, group discussions that add value to the learning. Participants can take up projects to strengthen their learning.





Organisational Benefits

Organizational Benefits of employees who participate in the 10-Day MBA in HR will be as below:

- Improved human capital management interventions promoting learning and development
- Enhanced employee engagement and relation programs
- Amplified training procedures throughout the organization
- Improved team motivation, employee reward, resourcing, etc.
- Increased dedication to enduring professional development
- Awareness for creative and innovative thinking
- Superior leadership and management at different levels in the organization
- Elevated motivation to create improved performance in encountering competitors
- Modern strategies for effective resourcing and recruitment
- Transformed recruitment and appraisal processes with astonishing results

PERSONAL BENEFITS

Participants who enroll in this 10-Day MBA in HR will benefit in the following ways:

- Enhanced confidence and self-assurance
- Demonstrate best practice in managing people
- Supervise and inspire employees effectively
- Design and employ the strength of exceptional performance in teams
- Identify and effectively acquire strategic planning techniques
- Negotiate and produce results rapidly and effortlessly
- Inculcate Baldrige performance criteria as a standard of excellence and benchmark
- Explore changing business environment and its resulting demands on HR
- Learn and understand HR strategic thinking and engage in developing strategies
- Transform the HR Strategy into Significant outcome
- Examine and adapt to the changing culture
- Participants would learn how International HR functions
- Learn value adding processes HR can offer in supporting the organisation
- Enhance management and leadership skills
- Learn strategic planning and team leadership
- Enable performance improvement through people development
- Learn new techniques and develop benefit system that can enhance productivity



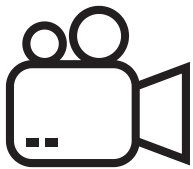


WHO IS THIS PROGRAMME FOR?

Individuals aspiring to join the HR Teams, Experienced HR professionals who want to sharpen their skills, L & D executives & professionals, Functional leaders, and Consultants.

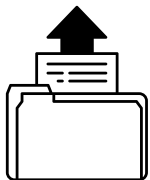


PROGRAMME HIGHLIGHTS

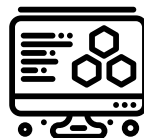


+60

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



**10+
Assignments/
Applications**



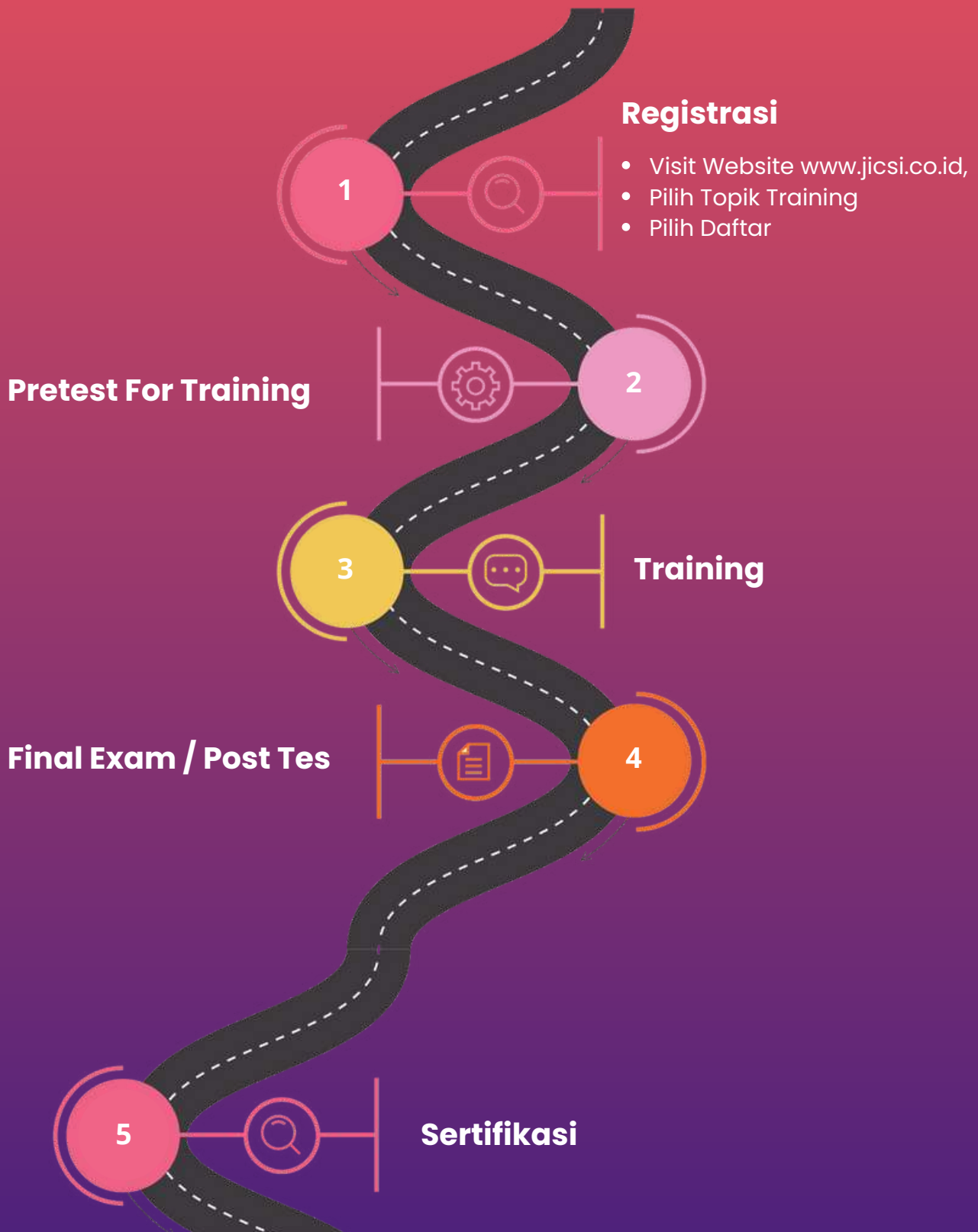
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Basics of MBA in HR

Module 2 : Functions of HR

Module 3 : Organizational Learning and Strategies

Module 4 : Change Leadership

Module 5 : Basics of Finance

Module 6 : Human Capital and Human Resource Management

Module 7 : Performance Management and Rewards and Recognition

Module 8: Recruitment, Training and Development

Module 9 : Empowerment, Engagement and Team Building

Module 10: Compensation and benefits

Module 11 : FAQ's, Role plays, Case studies and Discussions



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. Adapapun 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



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

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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