



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



360 Degree Feedback Assessment Training Course

OVERVIEW



Companies take 360 Degree feedback from different customers for the products they launch enabling a thorough and varied response across customer base removing the scope of any unwanted biases. While taking a limited perspective might fail the product development strategy, the right, multifaceted inputs can shoot the sales high.

Let us now talk about people in the business, if we need honest and focused feedback we must strategically engage with multiple stakeholders and entities that interact with our people.

This principle of gathering genuine feedback from multiple people enables professional growth and leadership development that is just and fair.

360 Degree Feedback can help leaders and HR managers enable employees up to their game and boost productivity.

People capability can be developed by strategically incorporating 360 Degree feedback by engaging with industry experts or by learning the entire process and implementing the same in your organization.

While this tool is great for personal development, it might confuse and hinder the salary negotiation aspect of one's growth and promotion.

It will help in building an organization-wide culture of 360 Degree Feedback where people own their results and take corrective or developmental actions leading to tangible growth and productivity thereby giving a competitive edge to the organization.



COURSE OBJECTIVES

By the end of the 360 Degree Feedback Assessment Certification Training Course, the participants of this course will be able to:

- Explore the value and purpose of 360 Degree Feedback in developing high potential individuals in the organization
- • Select or build an appropriate tool to measure the competencies specific to your organization
- • Develop expertise or engage with right experts for successful implementation for the desired outcome
- • Determine who all participates in the 360 Degree feedback
- • Determine how to set the right expectations to get the process correct for optimum impact
- • Encourage candid feedback with anonymity thereby getting authentic feedback
- • Learn about how to gather detailed information about the employee being assessed
- • Learn to read and explain every aspect of the report generated after 360 Degree Feedback Assessment is administered
- • Gain insights on when, how and who delivers the findings of the feedback
- • Instill a sense of ownership in the participants being evaluated, to carve an action plan
- • Build a culture that can support the action plan by providing the right tools and opportunities
- • Establish a culture of feedback to improve performance and build results

TRAINING METHODOLOGY

- Designed the 360 Degree Feedback Assessment Certification Training Course for individuals at all managerial levels (Human Resources & Line Managers).
- We make it a very interactive workshop where participants from all cultures and industries participate and share their own office experiences and challenges.
- Customized modules can be arranged for organization specific learning requirements. This program involves group discussions, case studies, and role-plays.





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in this 360 Degree Feedback Assessment Certification Training Course will be as below:

- Build a strong culture of feedback
- Gain a competitive advantage by using feedback to elevate employee performance
- Take a formal and strategic approach towards 360 feedback for desired outcomes
- Remove biased, unfair feedback that can deter and affect employees' growth
- Identify and administer the right tool for maximum benefit
- Groom and development experts who can administer 360 Degree Feedback for the unique goals of your organization
- Empower people to give candid feedback without fearing consequences
- Build a team that can graciously accept feedback
- Empower team members to utilize feedback data for performance improvement by assuming ownership
- Leverage on employee strength and work on blind spots
- Provide ample opportunities for upheaval by tools, mentorship, and support

PERSONAL BENEFITS

Participants who enroll in this 360 Degree Feedback Assessment Certification Training Program will benefit in the following ways:

- Become an expert of 360 Feedback by learning the end to the end implementation process
- Be a catalyst in building a culture of feedback in the organization as a strategic intervention
- Develop expertise in training respondents about each criterion and rating mechanism
- Assist in selecting the right tools that suit the customized needs (competencies to be identified) of your organization
- Assist in selecting the right people to be involved in the process
- Learn the art of critical conversation when delivering the feedback, explaining each finding, and dealing with counter questions
- Appreciate employee strength to help reinforce confidence and boost morale
- Assist employees in carving a plan of action to work on areas of improvement
- Identify the right tools and support an individual might need to improve performance
- Be a liaison between employee and management to provide opportunities for employee development
- Mentor and guide employees through the process of evolution once they get started with goals



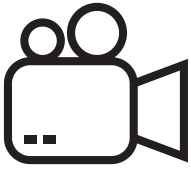


WHO IS THIS PROGRAMME FOR?

HR Managers, Line Managers,
Independent Consultants, Entrepreneurs,
HR Consultants and Facilitators

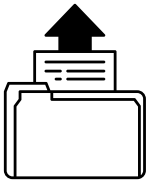


PROGRAMME HIGHLIGHTS



+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**



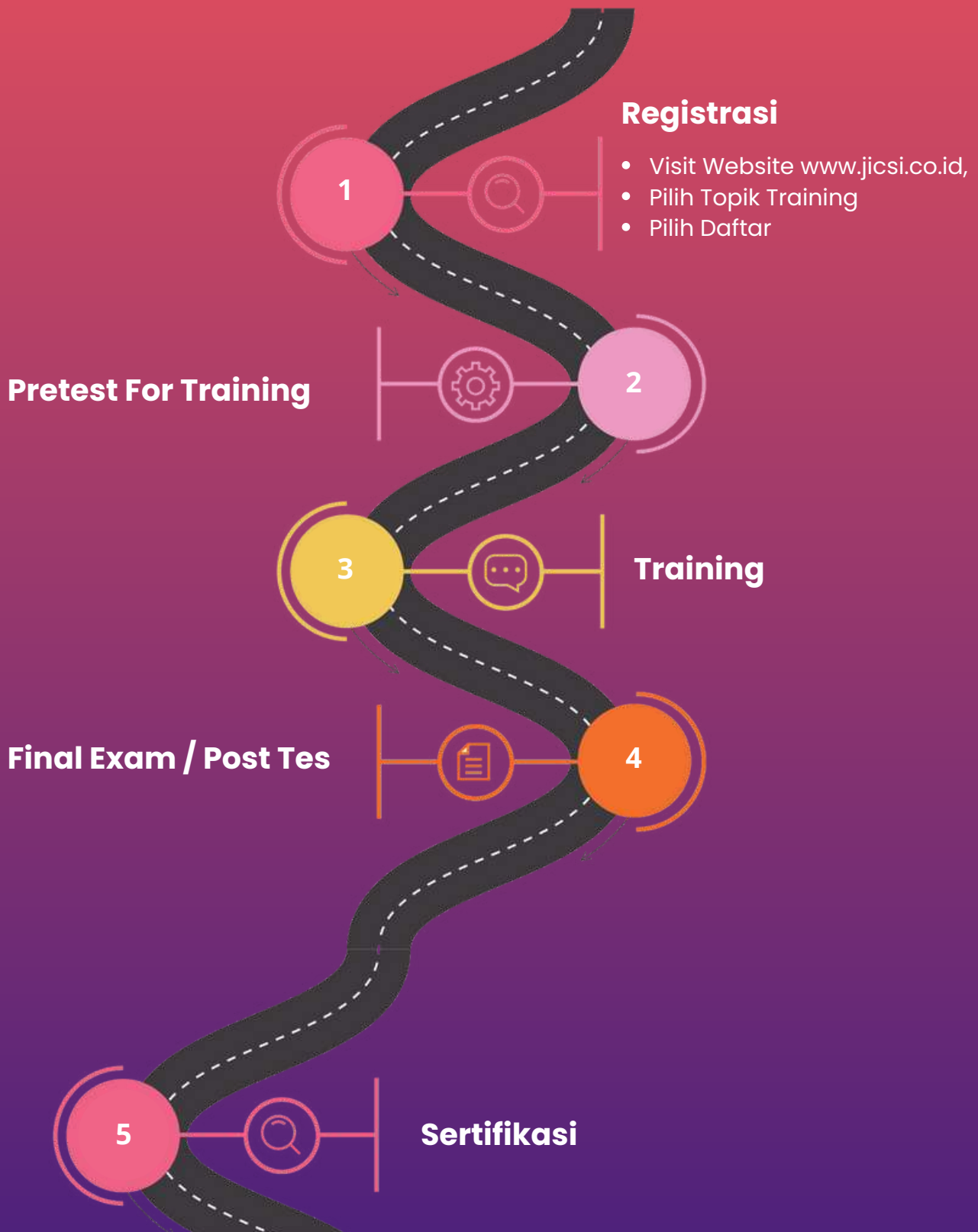
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Understanding 360 Feedback

Module 2 : Formal Approach

Module 3 : Informal Approach

Module 4 : Who all can give a 360 Feedback

Module 5 : Incorporating 360 Feedback

Module 6 : Steps for successful implementation

Module 7 : Selection of Tool

Module 8 : Delivering the feedback

Module 9 : Strategic implementation for maximum benefit

Module 10: Frequently Asked Questions, Examples of various tools and how they help specific roles and goals succeed



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



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**

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

