



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Advanced Employee Relations Training Course

OVERVIEW



An expert who knows that employees are the most valuable assets for any organization and work towards managing relationships is called employee relations specialist. Employee relations influence almost every decision made around human resources.

Developing, implementing, administering, and analyzing employee and employer relations is the core of managing a healthy organizational culture, managing conflicts or preventing them from occurring, building and managing employee discipline.

An employee starts experiencing the culture even before stepping inside the organization and being hired, this makes it paramount for each one within the organization to be pleasant and nice to new hires.

Employee Relations Specialist, however, is a key entity that manages people experience and engagement and that's why ER is the light bearer in any organization.

This will empower you in becoming an Employee Relations Specialist who understands the importance of building a conducive environment for the employees.

ER specialist collaborates with management to devise policies that encourage healthy work relationship, provide a sense of trust, safety and belongingness. Also, become a catalyst in the journey of helping the organization excel and disrupt.



COURSE OBJECTIVES

By the end of the Employee Relations Specialist Training Course, the participants of this course will be able to:

- Review all the aspects of the HR Function in the organization
- Have an influence on the management and employees, with/out authority
- Be a conduit of effective communication between employees and management
- Analyse the performance and give constructive feedback to improve the productivity
- Create an environment of trust and safety
- Strengthen the management and employee relation
- Understand and utilise proper resources and time in creating effective policies
- Managing the expectations of management and competencies of employees
- Create a healthy work culture to increase productivity and reduce employee turnover
- Coach and counsel employees for improved morale and engagement, consistently
- Enable organizational success by empowering employees with KSA (Knowledge, Skills, Abilities) to perform well at job
- Review and provide annual reports and reward the employees
- Suggest corrective measures wherever employees are off the course
- Provide fair and just environment by preventing any discrimination basis biases (conscious /unconscious)
- Become skilled at handling challenging employees, situations and take necessary disciplinary actions, if required

TRAINING METHODOLOGY

Designed the Employee Relations Specialist Training Course for individuals across levels in any organization. This workshop is a very interactive session as participants from various cultures join in this training program 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 Employee Relations Specialist Training Course will be as below:

- Learn to maintain effective practices of the new and existing policies
- Offering benefits, to maintain the balance between the needs and satisfaction of employees
- Act like the bridge between employee and management to maintain balance and increased productivity
- Participants would be able to make sure all the laws have been followed and no discriminating behaviours have taken place
- Lead to effective negotiations of contract and pay-out with the employee keeping the needs of the business in mind
- Participants would be able to maintain and raise the standards of performance and code of conduct
- Boosting the morale and commitment of employees
- Showcase effective leadership skills and support the line management
- Participants would be able to generate loyalty among employees
- Participants would be able to limit job turnover
- Analyse the need of hiring and shortlisting the right competencies

PERSONAL BENEFITS

Participants who enroll in this Employee Relations Specialist Training Program will benefit in the following ways:

- Learn to create and maintain the positivity and motivation of employees
- Understanding the needs and efforts of employees, rewarding them well for reinforcement
- Proactively create an environment of safety leading to effective communication and preventing conflict
- Effectively handle grievances as and when required, if at all they arise
- Making difficult and necessary decisions in case of disciplinary conduct
- Making effective plans to avoid mistakes, develop a mechanism of resilience for a quick bounce back
- Managing adherence to maintain greater productivity
- Maintaining a reminder of organizations goal and values throughout the employee journey cycle
- Have knowledge of organizations laws and prevent any non-compliance related set back
- Have extensive knowledge of bargaining procedures for win-win



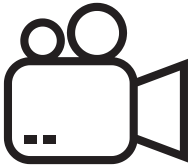


WHO IS THIS PROGRAMME FOR?

Employee Relations Specialist, Leaders and Managers, HR personnel, Line Managers, HR experts, OD Consultants, Independent consultants, Corporate professionals managing people in the business

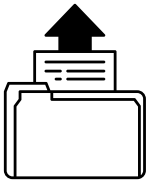


PROGRAMME HIGHLIGHTS



+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**



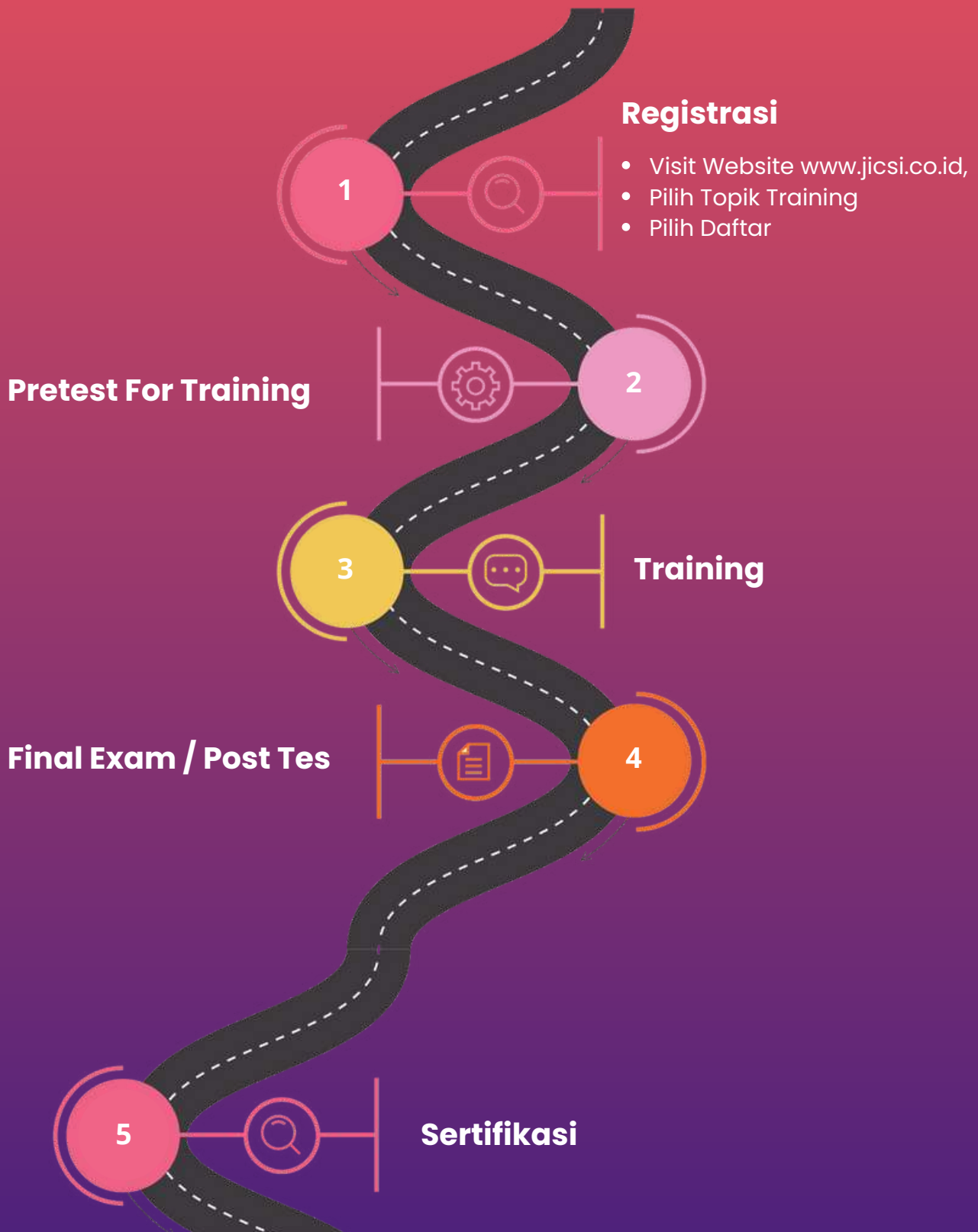
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : What role does an ER Specialist play?

Module 2 : Critical functions of ER

Module 3 : ER's role in Recruitment, Selection and Onboarding

Module 4 : ER as a bridge between management and employee

Module 5 : Engaging employees through performance management

Module 6 : Tools and software for ER enablement

Module 7 : Enhancing employee skills

Module 8 : Role of ER in shaping organizational culture

Module 9 : Branding

Module 10: FAQ's and Interaction with established and Successful ER's



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**

LOKASI

Kantor 1

JI Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

JI 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

