



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support

2 Days Training



Data Protection and Freedom of Information (FOI) Training Course

OVERVIEW



With the wide range of services provided by the public sector across the wide spectrum of customers, the amount of customer data collected, processed and stored is significant. The recent buzz around digitization and modernization of public services mandates that with the amount of personal data collected and managed, public sector organizations have a fiduciary responsibility towards protection of the data of their customers and compliance to data protection standards.

It is the moral responsibility of public sector organizations to not only collect data only after informed consent of citizens but to also keep citizens informed of how their data will be utilized. On the other hand, citizens should have the right to privacy and the right to object to their data being shared or used for purposes that are of no benefit to them.

The right to information provides citizens with the authority to request public sector organizations to share relevant data as well as access their own data in possession of the organization to make changes or simply limit sharing or usage beyond a specific point. Data sharing can have benefits such as efficient service delivery, but it should be utilized within specified limits.

Data protection legislation and laws in countries aim to safeguard the interests of citizens against the misuse of their personal data stored with public sector organizations, while the freedom of information laws provide citizens with the right to request for information held by public authorities and to access their own personal data at any point in time.

Both initiatives aim to build a government that citizens can trust because of transparency and accountability. In doing so, the main challenge faced by public sector organizations is managing the large sets of data and balancing requests for data protection and information sharing.

GDPR, also known as General Data Protection Regulation, has recently gained importance as a standard that ensures public sector organizations comply with a certain set of guidelines and that provides citizens the right to access their data, thus maintaining confidentiality and integrity of personal information.

Many public sector organizations, to whom GDPR applies, are finding it very difficult to review the large data sets they have to ensure that their data collection and storage is meeting all requirements of GDPR. Much of the information possessed by public sector organizations is irrelevant and of no use.

OVERVIEW



It is thus very necessary for public sector professionals to understand data protection and right to information thoroughly and identify best practices and technologies to manage data at this scale in a clear, transparent and compliant manner.

Adequate training of public sector professionals is key to the successful implementation of data protection and freedom of information practices across public sector organizations.

This training course will empower you with complete clarity on data protection and freedom of information and will help you understand both initiatives very thoroughly in order to maintain the right balance between data protection and data sharing.

It will also equip you with the necessary skills and knowledge to overcome challenges related to the two and to ensure smooth functioning of your organization to build trust between citizens and public sector organizations. GDPR is a relatively new mandate in some countries, and awareness regarding GDPR is of utmost importance to any public sector professional.

This course offers a detailed insight into GDPR and the necessary steps to ensure successful implementation and compliance as per its regulations and requirements. This course is extremely important for you if you aspire to be a confident, well-equipped and trusted professional in the public sector.



Course Objectives

The main objective of this course is to empower public sector professionals with :

- Complete knowledge and information of practices and laws related to data protection and data sharing
- The necessary skill and confidence to manage large datasets of personal information of customers
- The required know-how of what constitutes a valid request for information by any citizen
- Strategies and techniques to overcome any challenge related to data protection and information sharing
- Complete knowledge of GDPR and its necessary clauses and requirements to ensure that the organization is complying with all required standards of data protection and security and information sharing
- The relevant skill and capabilities to work with the latest technologies for data protection and information sharing

TRAINING METHODOLOGY

- The training methods used at Zoe Talent Solutions are customized across courses and depend on the topic as well as the trainee background and requirement. While presentations on the main topics of the modules of the course form major part of the course delivery, intermittent discussions, group activities, assignments, current scenario references and detailed scrutiny of recent related incidents in the trainee's respective industry also form part of the training.
- The training is in person (not remotely), which enables faster doubt resolution and more active trainee participation. Personal challenges faced by trainees at their workplace and workable solutions to these are also discussed.





Organisational Benefits

The Organizations whose employees attend this course will benefit in the following ways:

- More skilled and capable employees to handle personal data of citizens sensitively and also make available relevant data to the relevant people at the relevant time.
- Better data protection and faster response to requests of citizens for access of personal data.
- Citizens' trust in public sector organizations, thus happier customers.
- Compliance with international standards and application legislations related to data protection and information sharing.
- Competitive advantage in the global market.
- Regular audits and reviews for compliance and data security and integrity checks, thus reducing risks to the reputation of the organization because of data leaks or misuse.
- Better technologies handled by highly skilled staff to efficiently manage huge datasets with least risk.

PERSONAL BENEFITS

Through this course, public sector professionals will derive the following benefits:

- Complete knowledge of data protection and information sharing, including practices and legislations related to both, to be able to do complete justice to both responsibilities as public sector professionals.
- In-depth understanding of GDPR and requirements for any organization that needs to be compliant as per its regulations.
- Higher skill and ability to work with the latest technologies for maintaining data security and integrity.
- Greater confidence in data management and decision making related to this, thus increasing one's capability to handle more roles and responsibilities.
- A platform to contribute to citizens by maintaining their data in a secure environment and providing seamless access to their information when needed.
- Opportunities and ways to build transparency and accountability of one's organization towards its customers.

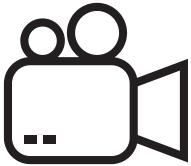




WHO IS THIS PROGRAMME FOR?

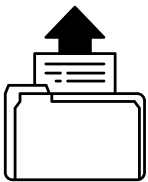
- Members of the top management of a public sector organization – to thoroughly understand data protection, information sharing and the laws and liabilities of the organization towards ensuring this
- Human resource managers and executives who play an important role in creating a highly-skilled, value-driven workforce aligned to ensuring transparency and accountability in terms of information sharing and data protection, respectively
- Auditors and compliance-related officials to ensure transparency and integrity of information and facts reported by public sector organizations as well as confidentiality and security of personal data of citizens
- Lawmakers and executors concerned with ensuring compliance to laws and legal obligations related to data protection and freedom of information
- Any other public servant handling sensitive personal data or any other personnel of public services who can contribute to overall data protection and freedom of information initiatives
- Any private/mixed sector professional interested in understanding the liabilities of public sector organizations towards information sharing on request

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 : Overview of Data Protection and Freedom of Information

Module 2 : Principles for Data Collection

Module 3 : Principles for Freedom of Information

Module 4 : Guidelines for Data Sharing

Module 5 : Data Sharing Arrangements in the Public Sector

Module 6 : General Data Protection Regulation (GDPR)

Module 7 : Challenges in Data Protection and Ways to Overcome Them

Module 8 : Challenges in Information Sharing and Ways to Overcome Them



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.





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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