



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Effective Delegation Skills Training Course

OVERVIEW



What is Delegation Skills? Delegation and the use of delegation skills is not a science but an art of having the right person at the right place. Efficient delegation aids managers to cultivate, empower and stimulate their teams which is vital for employee development and retention. It also empowers individuals to take on responsibilities and contribute more to organizational success.

Delegation Skills is a great team-building tool. How does Delegation help an organization? Many managers have no time, are unable to focus on critical tasks due to multi-tasking and give into constant burnouts. Managers always have the temptation to attain perfection by doing things by themselves.

They usually think that none can do a job at the same degree of quality. They have to do it themselves. This is when mastering Delegation Skills will help enlarge reach, be effective in time and priority management and achieve work-life harmony.

Theodore Roosevelt, an American statesman, politician, conservationist, naturalist, and writer, once said, "The best executive is the one who has sense enough to pick good men to do what he wants to be done, and self-restraint enough to keep from meddling with them while they do it."

We offer expert training to develop practical Delegation Skills with tools and techniques which are of paramount importance for any business owner, supervisor or manager.

The power to effectively delegate enhances personal productivity to do more things in the least possible time and increases accountability that helps people develop to make a successful organization. Effective Delegation gives managers more space and time to focus on core business activities, and also take off the pressure and work-related stress.



Course Objectives

The main objectives of this training program on Effective Delegation Skills are to enable you to :

- Understand the principles, tools, and steps for an effective delegation
- Pick the right individual for the right tasks and jobs at hand- Whom, and Why
- Create an effective delegation plan and process
- Delegate and assign the appropriate level of rights and authority to get things done
- Give better directions to subordinates for better delegation results
- Monitor and evaluate delegation results and giving feedback
- Learn the key steps and methods for effective influence during the delegation
- Recognize common delegation difficulties and how to prevent them

TRAINING METHODOLOGY

We offer you customization for all your training courses to suit the training requirements of the audience and their professional backgrounds. Our programs are very practical in nature. Classroom sessions with powerful presentations by well-experienced trainers form a major part of the program.

Participation is highly encouraged through group discussions, questions, group activities, case studies, demonstrations, etc. Trainees are also encouraged to share their experiences and best practices from various international organizations from where they attend these courses





Organisational Benefits

Organizations professionals taking up this Effective Delegation Skills Training program will benefit in the below ways:

- The organization will have employees more efficient in their work
- Employees will be able to manage time well and deliver tasks on time
- The organization would recognize talent have a healthy succession plan
- Tasks well delivered will ultimately increase the profitability of the business
- There will be a more structured and organized process of work within the organization
- There is an overall improved work atmosphere within the organization

PERSONAL BENEFITS

Individuals attending this Effective Delegation Skills course will have the below advantage:

- They will have job satisfaction as they are allowed to take on responsibilities
- Individuals hidden talents are brought out as they are put into different tasks and roles
- There is a stress-free environment as individuals focus on individual tasks
- Individuals are groomed to take up higher positions within the organization
- Effective delegation can be used in social and community life as well
- There is a good work-life balance from people who master these skills



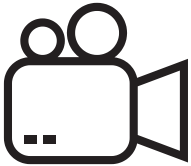


WHO IS THIS PROGRAMME FOR?

Every employee who is engaged in multi-tasking and is constantly under time pressure to deliver results should take up this program. This training course is also a must for managers, supervisors, management, entrepreneurs, and business owners. Project Managers, Event Managers, coordinators and project leaders should master these skills to be the best in delivering work on time.

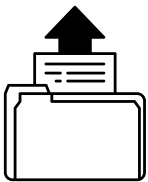


PROGRAMME HIGHLIGHTS



+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 : Introduction to Delegation

Module 2 : Concepts of Delegation

Module 3 : Effective Delegation Styles

Module 4 : Having an open mindset

Module 5 : Approach to Effective Delegation

Module 6 : Delegation Challenges

Module 7 : Steps to Effective Delegation

Module 8 : Delegation as an Inter-personal skill

Module 9 : Recognizing people skills and talents



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

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