



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Effective Presentation Skills

OVERVIEW



How do you create and deliver effective presentations? How learn to become a good presenter of your presentation? It is truly said- "A picture is worth a thousand words". But a great presentation skill requires design and self-confidence.

If these two vital elements are not improvised upon, then it is time you develop your presentation skills through this training program. Presentation and oratory are not inherited skills but can be learned by working on these skills over a period of time. Even a quiet introvert can learn to deliver powerful presentations with confidence and excellence.

So what's the worth of having good and effective presentation skills? Sales pitches, Internal training and development programs, business development presentations, cascading corporate communication and plans, all require good presentation and public speaking skills.

These skills are key influencers in the world of business. Delivering presentations is an inevitable part of corporate life. The most important purpose for you in having a very effective presentation is to have an upper hand over your competition, internal or external.

Board room meetings, product and sales presentations, Business reports analysis, motivational and inspirational speeches, they all require powerful presentations to go a step further in influencing and persuading others. Several of the most profitable businesses were started and established by influential presenters.

One of the examples is Apple Inc. Steve Jobs, a creative presenter, used his effective presentation skills to bring-up his organization to its zenith. Apple is known worldwide for its leading-edge technology, and Steve Jobs is credited for it as an exceptional presenter for Apple's success. Success rides on the wings of effective presentations by outdoing the competition.

We have developed the Effective Presentation Skills Training Course to learn to design and deliver effective and powerful presentations. Delivering presentations is no longer retained to top managers. No matter what area of work or position you hold, you are expected to be an effective communicator.

When individuals become good presenters, they become the persons to whom everyone wants to go to when it comes to making presentations. This follows recognition and elevates an individual within the organization and in all walks of life as a whole.



Course Objectives

By the end of the Effective Presentation Skills Training Course, participants will be able to:

- Plan presentations being mindful of the audience
- Create clear-cut objectives for the presentation
- Assess factors to construct presentations to deliver key ideas
- Keep audience attention to have an enhanced introduction with attention-grabber techniques
- Develop efficient slides, visual aids, and handouts
- Learn methods, tools, and techniques for effective presentations
- Learn relaxation and destress techniques
- Understand the techniques of non-verbal communication
- Develop body styles and have a confident body language
- Learn how to improve the quality of the voice
- Deal with challenging questions during and post-presentation
- Understand the concepts of motivation and positive influence toward compelling actions

TRAINING METHODOLOGY

We designed an efficient training program on Effective Presentation Skills Training Course. A customized program can be arranged to achieve organizational training objectives. Well experienced trainers will facilitate the program in imparting knowledge and skills to boost presentation skills.

This is a practical program and involving role-plays, group discussions, activities, games, and active participation of the participants during the program. Best share practices and experiences are shared during the course.





Organisational Benefits

Organizational benefits of personnel who participate in the Effective Presentation Skills Training Course will be as follows:

- Use of modern means of communication tools becomes part of employees daily work
- Increased retention will be noticed among the employees within the organization
- Employees learn the art of professionalism during presentations
- A stronger customer relationship is built
- There is an increased interaction with others and so the higher quality of communication
- Vendors and clients are impressed with knowledgeable employees and have increased respect
- There is boosted job satisfaction among employees
- This training builds the morale of the organization's staff
- It builds self-esteem and confidence among the employees
- With a skillful workforce, there is a greater company image
- The organization creates a very skilled workforce for itself

PERSONAL BENEFITS

Below are the Personal Benefits of individuals participating in the Effective Presentation Skills Training Course:

- People start to recognize you as a leader with communications
- Participants become more productive in social life
- Entities have enhanced motivation and social satisfaction
- There is healthier mental wellbeing and self-esteem
- They will be influencers and motivators to the people around them
- There is a display of teamwork around these individuals
- Participants become the 'go-to' individuals when it comes to communications
- This training help participants overcome stage fright and public speaking
- There is all-round confidence and they become leaders for solutions



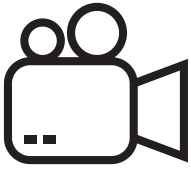


WHO IS THIS PROGRAMME FOR?

This program is designed for those individuals looking to enhance their influence through effective communication and presentations. All marketing and sales executives, Business analysts, financial analysts, consultants, managers, and supervisors at all levels including the technical staff should enrol for this training program.

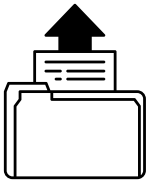
In addition to that, individuals looking for progressive growth within the organizations and the frontline staffs whose job roles required them to make internal or external presentations should be a part of the training program

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 : Know Your Audience

Module 2 : Drafting your Presentations

Module 3 : The relation between Preparation, Relaxation, and Stress

Module 4 : Presentation Contents

Module 5 : Audience Participation

Module 6 : Body and Structure of the Presentation- Importance

Module 7 : Vocal Image and Impression

Module 8 : Common Mistakes during Presentations



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

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Kantor 2

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