



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Entrepreneurship Skills Training Course

OVERVIEW



Entrepreneurship is found everywhere in every place. In our day to day lives, we use a variety of products and services that were a result of entrepreneurs. Entrepreneurs may head start with a dream to bring out an invention or solution and he may also have the enthusiasm to bring it to reality. However, if they don't have the necessary skills to take off and establish their projects they may land up in hard times. So, who is an Entrepreneur? And what is Entrepreneurship? The individual who creates a new enterprise and takes up the challenges that come with its formation, operation, and development is an entrepreneur. Entrepreneurship refers to the process of creating and handling such an enterprise with the motive of making the profit or gains. Entrepreneurship requires hard work, commitment, enthusiasm, resilience, and determination. Entrepreneurs are extremely motivated entities. They not only create new and great business ideas but also carry the skills to translate that business idea into a successful business outcome.

Do you have the skills of an entrepreneur? Some of these skills can be instinctive but whether natural or unexplored, you must have the desire, resources, and tools to develop them. The most prosperous people develop their skills. You need these entrepreneurial skills if operating a business or managing a project is your goal and objective.

To cultivate entrepreneurial skills, you must take ownership of the entire project and to a certain extent, you must be able to function as an accountant, salesman, marketing strategists, IT support, and other basic business roles when launching your business to success.

We have developed this course on the Entrepreneurship Skills Training Course keeping in mind the skills and tools required to shape you into a better entrepreneur. Evolving in entrepreneurial skills is crucial in the growth and success story of every entrepreneur.

It may involve building upon your current skill set and build with learnings and experience. A person who desires to be such a successful resource must be a jack of all trades in his industry and business. If you are ambitious to take your business project off the ground, you will need the skills and capability to multi-task and oversee with great detail at the same time.



Course Objectives

The objective of this Entrepreneurship Skills Training Course is to enable you to:

- Understand the concepts entrepreneurship is built upon
- Learn how opportunity leads to a successful enterprise
- Understand the key factors influencing entrepreneurial possibilities
- Explain the motivation elements and motivation killers of an entrepreneur
- Prepare for the challenges that are faced by entrepreneur and how to overcome them
- Recognize and creatively think to design and innovate unique business opportunities
- Understand the skills and knowledge for running and managing a new business
- Learn to create effective business plans
- Discover new technologies that aid in project management
- Ensure that the infrastructure is appropriate for the business activities
- Learn the basics required to understand financials and reporting
- Implement policies, rules, and standard procedures to create a work culture
- Handle market research and strategies amid competitors

TRAINING METHODOLOGY

- On request and requirement, can customize your training courses to suit your training needs based on your business background. Our trainers are well qualified to train you in line with your work objectives.
- The course will be very interactive, and involvement is greatly encouraged. You will have discussions, case studies, practical's, and other methods of training during the program. Participants from different organizations will contribute their best practices and experiences during the program.





Organisational Benefits

Organizations whose employees take up the course on Entrepreneurship Skills will benefit in the following ways:

- Employees with Entrepreneurship Skills bring in change and innovation
- These skills among employees help to generate future business
- A mind-set of entrepreneurship generates momentum to the core business
- Entrepreneurship Skills inspires talent development and changes work culture
- Employees start to take up ownership of their work and develop focus
- Employees take up accountability for their work to deliver results
- They find new growth opportunities with increased engagement and innovation
- Increased job satisfaction among the employees
- They are better team players
- Entrepreneurship Skills among employees increases organizations potential and helps develop new streams of revenue

PERSONAL BENEFITS

Individuals attending the Entrepreneurship Skills program will have the following benefits:

- They will learn skills to be an effective and capable entrepreneur
- Individuals will learn to be more proactive in life and in handling various projects
- New start-ups create job opportunities in society and thereby creates a social change
- Successful Entrepreneurs add to the economy of the community they live in
- Individuals with these skills improve the quality of life and make them self-sufficient
- They demonstrate a better self-confidence and positive outlook
- Individuals tend to have greater levels of responsibility and order in their personal lives
- They develop better decision-making skills
- Individuals learn to better communicate, negotiate and be well networked

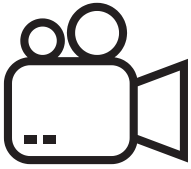




WHO IS THIS PROGRAMME FOR?

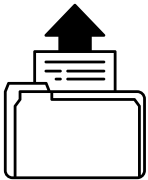
- This program is designed for those planning to sharpen their business and corporate skills as business, department, team, and project owners/managers. If you intend to step into business start-ups this program is crucial for your business formation and development.
- Corporate Leaders, Strategic Managers, Business owners, Project managers, team leaders, department heads, supervisors, business strategists, planners, business development executives, sales officers, procurement executives can all highly benefit from this 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 :
- Concepts of entrepreneurship
 - Qualities of a Successful Entrepreneur
 - Important Skills for Entrepreneurs
 - Entrepreneur's Checklist for accomplishments
 - Entrepreneurship – Creativity and business Ideas
 - Launching new ventures
 - Develop an Entrepreneurial mindset
 - Opportunities and thinking big
- Module 2 :
- Vision, Mission, and Values
 - New project goal setting
 - Business plans and profitability
 - Understanding and studying Competitors
 - Importance of Strategic Planning in business set-up
 - Applying Innovation to Creative thinking
 - Establishing a strong foundation through networking
- Module 3 :
- Business Knowledge
 - Developing optimistic thinking
 - Taking up Initiatives
 - Understanding Drive and Persistence
 - Resilience during challenges and failures
 - Risk Management
 - Establishing Standard Operating Procedures (SOP)
- Module 4 :
- Setting up Business Infrastructure
 - Information Technology and its proper use
 - Taking advantage of Technology
 - Legal, Compliance and HR Roles
 - Business location and target market
 - Power of Networking and Social media
- Module 5 :
- Leadership and Managerial Skills
 - Communication Skills
 - Personal Relations Skills
 - Negotiation Skills
 - Critical and Creative Thinking Skill
 - Project Management Skills
 - People Management
 - Business Ethics

- Module 6 :
- Marketing Plans and Sales Strategies
 - Location and Pricing Strategies
 - Principles of promotion and selling
 - Building an efficient salesforce
 - Branding and Imaging
 - Projections and Forecasting
 - Market research and analysis
 - Business SWOT analysis

- Module 7 :
- Finance and Budgeting Skills
 - Cost and profit estimation and analysis
 - Calculations of Returns on Investment
 - Credit and cash-flow Management
 - Analysing and Generating Finances
 - Fixed and Variable expenses
 - Understanding the break-even point
 - Auditing and analysing financial reports
 - Record Keeping and data storage

- Module 8 :
- Performance Management
 - Business Evaluation and setting KPIs
 - Business and Personal target approach
 - Presentation of Reports
 - Business Profits and Expansion
 - Learning from failures and building on success
 - Challenges of Entrepreneurship Development
 - Visionary leadership



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**

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