



# JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



# Executive Leadership Development Program

# OVERVIEW



Senior executives are usually required to be at the top of their game with the accumulated years of experience and the knowledge of the organisation inside and out. However, 84% of executives still believe their organisations lack the skills and capabilities to deliver on their digital ambition that the future is now based on.

Therefore, an executive leadership development program that offers true value will build on your strengths and help you overcome challenges to deliver breakthrough performance would be of utmost benefit to anyone who aspires to be a leader of the next generation.

What is the aim of the “Executive Leadership Development Program”? In this course, you will develop measures and standards of service quality, devise practices that improve employee learning and outcomes, and evaluate different approaches to process improvement.

Using the tools provided in this course, you will be able to relate strategic decisions to their impact on organisational performance. And with the completion of an action plan, you will be ready to apply what you learn to yourself, and to your organisation.

This training course will empower you with actionable insights into what makes a leader exceptional, while exploring complex areas such as self-awareness, and learn skills to attract the right talent, and lead others to greatness.



## Course Objectives

**Upon completing this Executive Leadership Development Program successfully, participants will be able to:**

- Develop executive talent and leadership for individuals who demonstrate the ability and interest to advance to the next role in their leadership journey
- Strengthen business acumen in core areas such as finance, marketing, operations, management, and strategy
- Obtain formal training and leadership development activities, resulting in a group of well-trained employees for leadership roles
- Build high-performing teams and become a more authentic leader
- Put your understanding to the test in a realistic business strategy situation that entails leadership and teamwork skills
- Gain the right blend of soft skills and a strategic mindset to achieve specific performance outcomes at your organisation
- Build capabilities for leading cross-border teams across functions and countries

# TRAINING METHODOLOGY

**This collaborative Executive Leadership Development Program will comprise of the following training methods:**

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises







## ORGANISATIONAL BENEFITS

**Companies who nominate their employees to participate in this Executive Leadership Development Program can benefit in the following ways:**

- Implement the development and adoption of leadership capability efficiently through the width and depth of your organisation
- Improve the ROI on leadership development through more focused training and follow-through
- Deepen your employees' insights into effective leadership and change management in your organisation
- Encourage a culture of learning and continuous development for your leaders

# PERSONAL BENEFITS

**Individuals who participate in this Executive Leadership Development Program can gain from it in the following ways:**

- Broaden your understanding of the roles, responsibilities, and interactions of key functional business areas to give you greater confidence in managing them
- Provide a leading-edge employee experience to drive higher levels of engagement
- Provide a starting point for each participant to work on their skill-gaps outside of the training program
- Learn how to communicate your message up, down and across the organisation by enhancing your skills in communication, persuasion, and presentation
- Update your thinking with new ideas and approaches for competing more untiringly in the global market



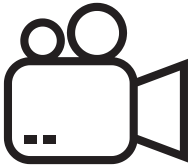


## WHO IS THIS PROGRAMME FOR?

**This Executive Leadership Development Program course would be suitable for:**

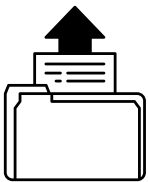
- High-performing mid-level and senior management executives on a path to becoming general managers
- Functional senior leaders who collaborate with cross-functional areas of their firms
- Principals of small and medium firms and entrepreneurs
- Owners of small companies with growth potential

# 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

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Module 1 : ORGANISATION AND LEADERSHIP FOUNDATIONS

Module 2 : CORE BUSINESS LINKAGES

Module 3 : ACCOUNTING

Module 4 : FINANCE

Module 5 : MARKETING

Module 6 : OPERATIONS

Module 7 : STRATEGY

Module 8 : MOTIVATING YOUR TEAM

Module 9 : LEVERAGING DATA FOR BUSINESS DECISIONS

Module 10: COMMUNICATIONS ESSENTIALS FOR LEADERS

Module 11 : CROSS-CULTURAL NEGOTIATIONS



# 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

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**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

