



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Global Leaders Skills Program

OVERVIEW



The evolution of the business realm has brought forward multiple trends for the corporate sector. With the world becoming a global marketplace, diversity has been observed both in the internal and external stakeholders of a business.

What is the role of a global leader?

A business probably now not only serves culturally diverse customers but also employs a culturally rich workforce. Technology has bridged the gaps between countries and has made it easier for a company to expand internationally. This scenario has presented a situation where an organisation caters to employees from different cultures, values, backgrounds, goals and approaches. This calls for a leader who can understand cultural differences among the organisational members and flexibly adopts the leadership style to accommodate these diversities. The task of a global leader has become far more complicated than that of a domestic leader due to the dynamics of the global business environment.

How do drive employees to change as rapidly as the global landscape? How to deal with multiplexity among employees and operations of the business? How do ensure cultural conflicts are minimal? How do honour the relationship between global expectations and local expectations? The role of Global leaders requires them to engage distributed groups of stakeholders on similar issues and coordinate their efforts towards the achievement of common organisational goals.

How do you become a successful global leader?

We introduced a trending Global Leaders Program to develop managers and leaders into global leaders who can lead people by overcoming additional barriers of distance, cultural differences and differing time zones. The course discusses ways to lead highly diversified virtual teams, manage cultural expectations, operate through communications technology, etc. This program has been designed to keep the emerging trends and necessities at the forefront. Training to lead globally is a big step in the right direction toward solving the complexities of a globalized organisation.



Course Objectives

The Global Leaders Program has been built around the following objectives:

- Learn to streamline efforts of a diverse group of people toward one common direction
- Learn to operate and ensure coordination across time zones
- Learn to ensure smooth conduct of operations in an international organisational structure
- Gain understanding of maintaining global consistency while ensuring local differences are also respected
- Gain an understanding of developing flexibility in leadership style according to cultural orientation of members and employees
- Gain necessary leadership skills such as effective communications, negotiation skills, problem-solving skills, decision-making skills and many more
- Learn to handle cultural conflicts
- Learn to communicate across barriers, deal with time zones, conduct virtual meetings, etc.

TRAINING METHODOLOGY

This collaborative Global Leaders Program will comprise the following training methods:

- Interactive sessions and lectures
- Presentations
- Management games
- Roleplaying/modelling
- Case studies
- Group discussions
- Problem-solving sessions





ORGANISATIONAL BENEFITS

Global Leaders Program will benefit an organisation in the following ways:

- Global thinking leadership appreciates the cultural diversity of the workforce, which allows them a better platform for growth
- Reduction in cultural conflicts allows time and efforts to be coordinated productively within an organisation
- Global leaders promote rich communication which helps an organisation in overcoming challenges associated with working in a multinational environment
- Global leadership best reflects an organisation's values and shows that it is committed to respecting global views
- Organisation will be enriched with a healthy corporate culture one that recognises and welcomes diversity in opinion, way of working, values and beliefs

PERSONAL BENEFITS

Global Leaders Program will benefit the participants in the following ways:

- Develop skills that will help thrive in an interconnected world
- Can easily take up roles that require them to move abroad or handle a multicultural team
- Gain skills to overcome communication, distance and time zone barriers
- Become more competitive in the global workforce and perform well in a multicultural environment
- Develop global and cultural awareness
- Develop the ability to easily adapt leadership style according to the cultural situation

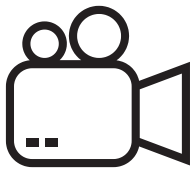




WHO IS THIS PROGRAMME FOR?

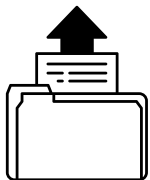
- General managers
- Departmental heads, project heads
- Team leaders, global managers
- Strategic managers
- Senior officers, Executives
- Professional mentors and coaches
- Policymakers
- Start-up founders, entrepreneurs

PROGRAMME HIGHLIGHTS

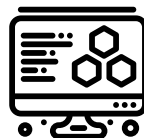


+60

**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 Global Leadership

Module 2 : Key Cultural Drivers

Module 3 : Stereotypes and Differences Across Cultures

Module 4 : Global Leadership Styles

Module 5 : Intercultural Perspective

Module 6 : Closing the Cultural Gap

Module 7 : Adapting Communication and Leadership Styles

Module 8 : Global Leadership Challenges

Module 9 : Competencies of a Global Leader

Module 10: Development of Global Leaders

Module 11: Creating a Shared Vision

Module 12: Self-assessment for Competence

Module 13: Future of Global 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.





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
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