



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



HR Business Partner (HRBP) Training Course

OVERVIEW



What is an HR Business Partner (HRBP)? HR expert who partners with the business unit to streamline processes, management and employees for the achievement of business goals. The HRBP provides effective knowledge about the business unit's financial position and culture.

What is the purpose of HRBP? A functional expert with a knack for handling HR-related responsibilities to ensure the success of individual business units. HRBP works closely with the leadership, making its place on the board of directors collaborating with the C-suite.

What does an HR Business Partner do? HRBP is a consultant building relationships, understanding challenges, gauging opportunities and providing resources.

HRBP plays a vital role in acquiring top new talent, make sure that the existing employees are allocated according to their competencies,

experience and worth, with the opportunities and training required for the growth and development of the individual.

The key responsibilities entail boosting employee morale, advocating for benefits that are competitive and build a strong company culture.

This training helps professionals identify the tangible value associated with their activities which are achieved by incorporating all aspects of strategic planning and business operations. They get guidance to find the right fit of employees for organizational objectives, enabling positive results.



COURSE OBJECTIVES

By the end of the HR Business Partner (HRBP) Certification Training Course, the participants of this course will be able to:

- Understand the evolution of HRBP, its role and functionalities
- Know the role of an HRBP in change management during rapid growth
- Appreciate the importance of the function-focused HR vs. generic HR
- Analyse the existing need of the organization
- Implement appropriate human resource policies and procedures
- Align HR policies to specific departments, aligned to overall organizational strategies
- Identify the vital areas where the HRBP can add value
- Assess a range of critical and problem-solving tools
- Amplify the effectiveness of training & development
- Effectively accelerate team performance and results by developing a solution-oriented approach
- Learn how HRBP can assist managers to increase employee motivation & retention
- Realise different skills of a business partner, its credibility, and skills for influence
- Understand crucial conversation, appreciation, probing and behavioural skills that are required to maintain rapport
- Collaborate in making strategic decisions to strengthen the relationship between financial acumen and outcomes

TRAINING METHODOLOGY

- This program on HR Business Partner (HRBP) Certification Training Course is specially designed to equip HR professionals with expertise in managing HR functions efficiently.
- • We endeavour to make the participants' learning effective by incorporating case-based discussions, individual and group activities, video-based discussions.
- • The interaction with HR professionals from different industries adds to the exposure and cement learning of concepts and relative implementation.





ORGANISATIONAL BENEFITS

Organisational Benefits of employees who participate in the HR Business Partner (HRBP) Certification Training Course will be as below:

- Develop a premeditated mindset that is collaborative, testimony-based, business-driven, and flexible
- Analyse, create, support, and manage the HR business system
- Identify the Employee Champion role by representing and communicating employee needs
- Effectively endorse, support, advise senior leaders on HR initiatives, supporting business goals
- Develop a system to accelerate growth by applying effective strategies
- Improve employee job competencies for effectiveness and productivity
- Identify, develop, and groom key employees for advancement
- Recognise employee strength and weakness by analysing employee review data
- Provide training and assistance to employees to grow rapidly as well as accelerate incoming business
- Be strategic advisors to suggest a change before processes turn obsolete preventing burnout

PERSONAL BENEFITS

Participants who enrol in this HR Business Partner (HRBP) Certification Training Course will benefit in the following ways:

- Learn to understand the business in-depth
- Demonstrate skills to influence senior leaders and help them achieve goals
- Learn to be flexible and open to change, influencing others for the same
- Learn to be a change mediator to support and implement change
- Plan and hire the right resources for the success of each business group
- Understand how to conduct strategic planning sessions for developmental goals and projections
- Define and implement clear rubrics for performance measurement
- Transcend to unconventional ways of implementing technology and innovation in the HR arena
- Learn to make and influence strategic decisions to accelerate growth
- Bridge gaps between teams, employee and management



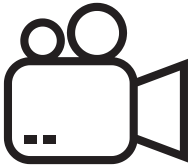


WHO IS THIS PROGRAMME FOR?

HR professionals who want to craft a niche in a particular industry, department or function, Functional experts who have a knack for HR and want to usher into HR function, Independent HR professionals at any level

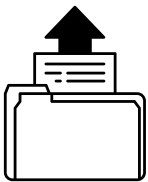


PROGRAMME HIGHLIGHTS



+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**



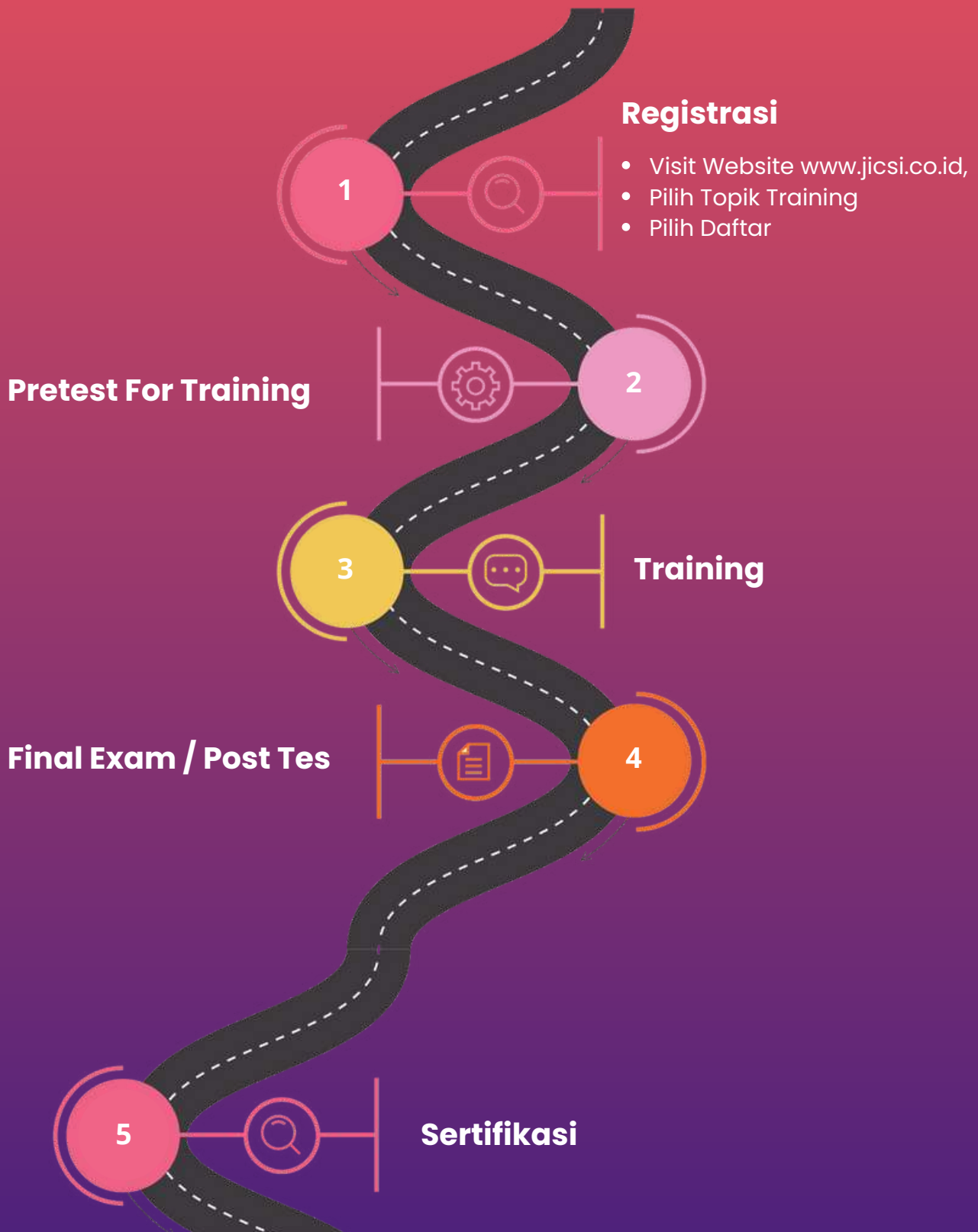
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Basics of HRBP

Module 2 : Duties and Responsibilities of HRBP

Module 3 : Strategic HR Metrics

Module 4 : Business Acumen, Strategy & Basic Finance

Module 5 : Skills Required to be HRBP

Module 6 : HR Data & Analytics

Module 7 : Challenges of HRBP

Module 8: Maximising training and development

Module 9 : Employee retention strategies

Module 10: FAQ's, Roleplays, Case studies and Discussions



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.





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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