HR Course for Beginners

OVERVIEW

What are Human Resources? Human Resources are all the people in one capacity or another that work for or contribute to an organization. A human resource is a person (human) or employee working for an organization. Employees are resources that achieve the goals of an organization by providing manpower. These people can be (full-time) employees, contractors, freelancers, or any kind of contingent worker. Human resource (HR) is described as the people who create the workforce of a company or organization.

What are the functions of the Human Resource (HR) Department? The human resource department ensures the right hiring, timely training, development, and administration of policies, compensation; everything from onboarding to exit of employees. It is essential for any organization big or small to have a Human Resource Department.

This course, will help participants explore how an HR department is responsible for maximizing employee productivity and providing resolutions to any issue that may arise. HR duties include compensation and benefits, recruitment, policies and procedures, compliance. The HR department must anticipate future requirements and accordingly make decisions for the fulfillment of organizations goals. Streamlining employees and management to elevate organizations growth.

COURSE OBJECTIVES

By the end of the HR Course for Beginners, the participants of this course will be able to:

- Define HR, the role of HR in the success of an organization
- Understand duties and responsibilities of an HR
- Understand what recruitment is and its importance
- Ascertain the tools and methods used for recruitment
- Effectively achieve organizational goals
- Utilize the available human resources efficiently
- Enable employee performance and success by learning and development initiatives
- Accelerate employee job satisfaction and self- actualization
- Develop and maintain ethical policies and behavior inside and outside the organization
- Determine and maintain pleasant relations between employees and management
- Align individual goals with organizational goals
- Convert and enhance employee and human resource efficiency for the current business climate
- Understand leadership, management, conflict management, and capability as a management professional

TRAINING METHODOLOGY

- This training program design for the HR Course for Beginners for new and experienced professionals who aspire to join the HR forces.
- This session brings in exposure to elements of HR-related duties and responsibilities to equip the participants with thorough knowledge.

- Participants from different industries join the session adding to the learning of others.
- Expert HR leaders facilitate the session using experiential learning methodology. Each concept is followed by practice; role-plays, case studies, group discussions, assignments and simulations are used to ensure assimilation of concepts.

ORGANISATIONAL BENEFITS

Organizational benefits of employees who participate in HR Course for Beginners will be as below:

- Define and align organizational purpose and objectives
- Effective usage and management of manpower
- Aligning performance appraisal and compensation to competencies
- Improving Individual and organizational performance and productivity by enhancing competencies
- Developing a mechanism for innovation, creativity, and flexibility
- Defining the advanced approach to the design process, succession planning, career development, and inter-organizational mobility
- Implementing and integrating improved staffing, training, and communication with employees
- Establish effective usage of technology to accelerate growth
- Identifying employee strength and competencies to put them into roles where they can play to their strengths as much as possible
- Building a sense of belonging and psychological safety

PERSONAL BENEFITS

Participants who enrol in this HR Course for Beginners will benefit in the following ways:

- Learn job recruitment, selection, and promotion
- Develop and supervise in designing employee benefits and wellness programs
- Develop, promote, and enforce HR policies
- Encourage career development and job training
- Support orientation programs for new hires
- Provide guidance involving disciplinary procedures
- Learn to effectively address employee concerns
- Acquire, groom, promote and retain employees
- Supervise the employee separation process; conduct exit interviews to learn the reasons
- Learn to motivate and improve employee morale
- Attract the top talent by creating, marketing, and offering an employee value proposition
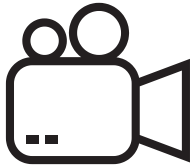
WHO IS THIS PROGRAMME FOR?

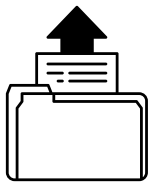New and experienced HR professionals, Independent consultants, Functional Managers

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

Registrasi

- Visit Website www.jicsi.co.id,
- Pilih Topik Training
- Pilih Daftar

1

Pretest For Training

2

3

Training

Final Exam / Post Tes

4

5

Sertifikasi

MODULES

Module 1 : Basics of Human Resource

Module 2 : Responsibilities of HR

Module 3 : Five Main Areas of Work for HR

Module 4 : Recruitment and Selection Process Management

Module 5 : Training & Development Process

Module 6 : Performance Management System

Module 7 : Motivation and Employee Management

Module 8: Payroll and Compensation Management

Module 9 : Employee Relations Management

Module 10: Human Resource Policy and Procedure Management

Module 11 : 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)

SERTIFIKAT PELATIHAN

PD/2024/070524/004

DIBERIKAN KEPADA

Name xxxx

Telah Menyelesaikan Pelatihan Diselenggarakan Oleh
Jakarta International Customer Service Institute (JICSI) bersama
Customer Service Experiece Association Indonesia (CSEAI)

HR Course for Beginners

Rudyanto H.P Manullang, Ph.D, M.P.H

Founder JICSI

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 menciptakanloyalitaspelanggan.

Core Value

Respect.
Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukkan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.

Honesty.
Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesialisme 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 butuhkan 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 keluh 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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