



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



HR Leadership Development Training Program

OVERVIEW



What is HR's role in Leadership? A key role of an HR in any organization is to ensure right and competent people are assigned at the leadership level and they are performing at their best potential. HR leaders are the core of any organization and its success. They are responsible for strategizing and driving talent needs for which it is of utmost importance that the HR leaders have additional skills.

They must understand where the organization is lead, influence the senior leaders, and support the strategy and planning process to propel the business to its success. HR leaders must know their strengths and weaknesses to improve their ability and leverage

their role. They must possess the skills of influencing, manouvring and be confident to execute their responsibilities.

This HR Leadership development program focuses on the needs of leading and growing a strategic function by self-awareness, engaging, building organizations' capacity and culture. Although the title says HR leadership, it's highly recommended that any functional leader managing people know all the skills mentioned in the course.



COURSE OBJECTIVES

By the end of the HR Leadership Development Training Program, the participants of this course will be able to:

- Access an extensive platform for the development of Human Resources in the organization
- Leverage on the skills and ability discussed for the benefit, to the most
- Provide a framework for employees to develop on their own while at work
- Create an atmosphere for employees to express and share their ideas and views
- Generate a chain of communication between the employees and the management leading to employees' and organizations' development
- Create a climate for the employees to contribute their best and flourish
- Provide a platform to the employees to exhibit their skills, knowledge, and expertise for the benefit of the organization, creating opportunities for thriving
- Encourage and appreciate the innovative and out of the box ideas provided by the employees
- Be a conduit of bringing disruption in the organization and the industry
- Attract and retain the best talent in the market with engaging policies and rewards
- Acquire effective financial and budgeting abilities
- Have the best workforce planning and human resource technology solution
- Plan training interventions and help employees excel
- Provide feedback for growth and course correction
- Be a strategic business partner and contribute to the overall success

TRAINING METHODOLOGY

HR Leadership Development Training Program for individuals and leaders in the HR department in any organization. This workshop has participants from all cultures who participate in this training program and share their own office experiences and challenges. Customized course topics can be arranged for organization-specific learning requirements. We use group discussions, case studies, and role-plays.





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in HR Leadership Development Training Program will be as below:

- Participants would be able to make effective strategic decisions for the organization
- • The organization would have an effective compensation and benefits scheme
- • Set a benchmark by providing scope for employee development
- • Interest and retain top talent in the market
- • Participants would be able to use the data and statistics to analyse and assess to provide improvement plans
- • Enable financial management for the benefit of the organization
- • The organization would have an effective employment policy and benefits plan
- • Participants would be able to identify and act strategically on challenges
- • The organization would have better and more effective HR policies
- • The organization would have a strong link between the management and the workforce
- • Create an enthusiastic and exciting atmosphere for the employees to come back to work every day

PERSONAL BENEFITS

Participants who enroll in this HR Leadership Development Training Program will benefit in the following ways:

- Learn to resolve difficult situations and consult with managers for employee betterment
- Participants would be able to attract, motivate, and retain the employees
- Learn to facilitate the systematic progression of the organization
- Participants would be able to encourage employees to contribute their best to work
- Learn to analyse, assess, and identify difficulties and provide an effective and immediate solution
- Participants would enhance their ability and knowledge to provide best and innovative ideas for the rapid growth of the organization
- Learn to design and develop employee benefit packages
- Participants learn to manage critical communication, expectation management and feedback for improvisation
- Enhances the skills of conflict management and the ability to deal with all type of employee and workplace challenges
- Enables the participants to make an important and critical decision in pressure situations



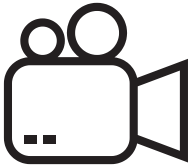


WHO IS THIS PROGRAMME FOR?

Leaders and Managers, HR personnel, Line Managers, HR experts, OD Consultants, Independent consultants, Corporate professionals leading people in the business

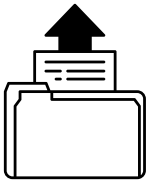


PROGRAMME HIGHLIGHTS



+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**



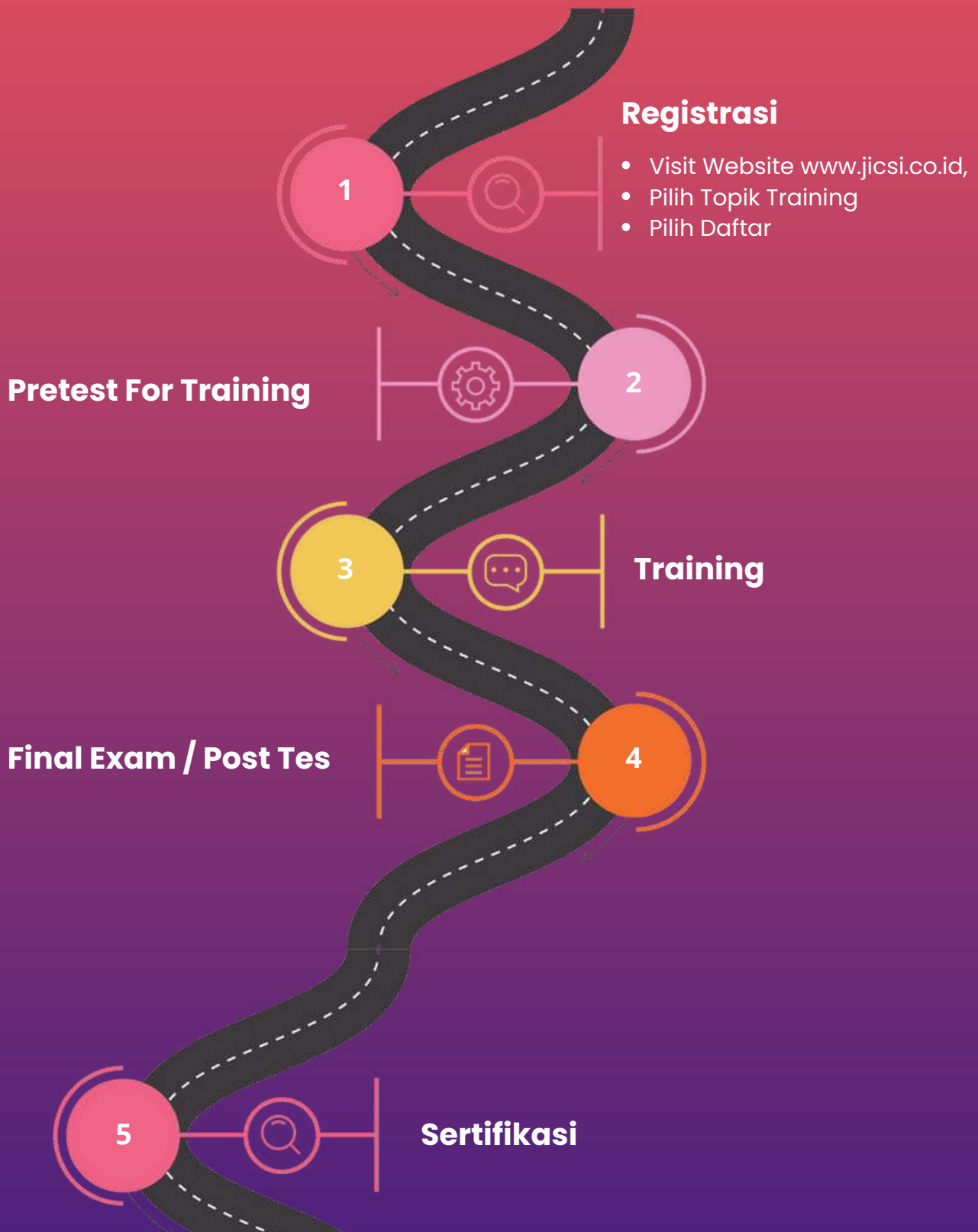
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to HR Leadership Development

Module 2 : Human Resource Leadership Skills

Module 3 : Talent Acquisition

Module 4 : Talent Acquisition Strategy

Module 5 : Employee and Labour Relations

Module 6 : Design and Operations

Module 7 : Talent Mobility

Module 8 : Influencing Workforce

Module 9 : HR Knowledge Management

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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