



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Human Resource Development Training Course

OVERVIEW



What is Human Resource Development? Human Resource Development is a function that supports employees to develop their skills, knowledge and abilities to perform better, yield progressive results and grow with the organization. It is a process of developing the workforce through training and development improving organizational effectiveness and performance.

What is the purpose of Human Resource Development? The purpose of human resource development is to generate a superior workforce for the organization and to groom its employees to accomplish their goals and provide better customer satisfaction.

Human resource development can be formal and informal. An organization that understands the importance of human resource development and works around it effectively gains rapid growth.

This training course provides a framework for new and seasoned HR professionals to cultivate an engaged workforce that leads to achieving the goals rapidly and multiplying the profits.



COURSE OBJECTIVES

By the end of the Certificate in Human Resource Development Training Course, the participants of this course will be able to:

- Provide a framework for the employees within the organization to grow while on the job
- Give an extensive platform for Human Resources Development in the organization
- Generate a healthy culture for employees to share their views and feeling
- Create a policy to develop and hone the skills and knowledge of the employees to generate better results and grow with the organization
- Establish a process for employees to discover and develop their potential, to contribute their best
- Have innovative ideas to encourage and appreciate the employees and their efforts towards the organization's growth
- To attract and retain the top talent
- Facilitate data and information for human resource development, manpower planning, career development and succession planning
- To develop effective coordination and communication within the organization
- Acquire a defined structure that generates productivity
- A process to invest time and best effort to hire the competent staff and develop their skills
- Set a benchmark by demonstrating social, ethical values and developments
- Identifying needs for improvement and promote diversity

TRAINING METHODOLOGY

This workshop is a very interactive session as participants from different cultures and industries participate in this training program and enlighten the group with their experiences and challenges.

- Bespoke solutions can be curated for the specific learning requirements of the organizations. This program involves experiential learning methodologies and uses group discussions, case studies, and role-plays.





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in the Certificate in Human Resource Development and Training Course will be as below:

- Would be able to provide internal management training to the employee in developing the strengths and ability to contribute to the organization
- Participants would be able to hone the capabilities of employees to perform various functions they are associated with or expected to perform in the future
- Learn to discover and develop employee potential resulting in better outcomes for the organization
- Would be able to help career development by aligning employees to the job requirement leading the organization in achieving goals
- Bring positive changes in work culture, procedures, and the organization's structure
- Build team spirit and coordination among various departments and foster loyalty and belongingness
- Maintain a consistent and continuous level of growth and acquire a larger market
- Help reduce conflicts, build strong relationships, and motivation among the employees
- Effectively improve employee turnover and support employees with recognition and appreciation
- Design and develop an appropriate performance appraisal system for a fair assessment of performance, treatment and remuneration
- Enhance kinship, trust and respect within teams
- Equip employees for change, deal with resistance by proper counselling and guidance
- Develop problem-solving capabilities by encouraging creativity and innovation
- Optimally use resources for organizational effectiveness
- Instill a sense of pride and achievement in the employees by involving them in the decision-making process

PERSONAL BENEFITS

Participants who enroll in this Certificate in Human Resource Development and Training Course will benefit in the following ways:

- Learn to utilise the capabilities of employees in contributing towards achieving personal and organizational goals
- Participants would be able to establish and develop better interpersonal relations leading to trusting and building confidence among the employees
- Learn to promote team spirit
- Help employees develop competencies and create a healthy and positive atmosphere
- Participants would be able to develop an organizational culture with good senior-subordinate relations, motivation, quality, and sense of belonging
- Play the role of bridge between employees and organization creating an environment of trust and respect
- Generate an effective and fair performance appraisal system for the employees
- Learn to give positive feedback to employees & management and communicate critical feedback confidently
- Hire and hone the skills of the newly hired employees by providing training, coaching, and mentoring their performance
- Learn the skills of problem-solving and generate acceptability towards change
- Encourage employee participation and creating a feeling of association with the organization



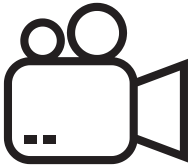


WHO IS THIS PROGRAMME FOR?

Individuals aspiring to flourish and contribute to the Human Resource Development space, Human Resources Professionals, Functional Managers, HR experts, Consultants, Independent consultants

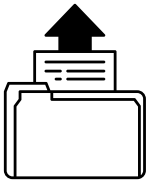


PROGRAMME HIGHLIGHTS



+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**



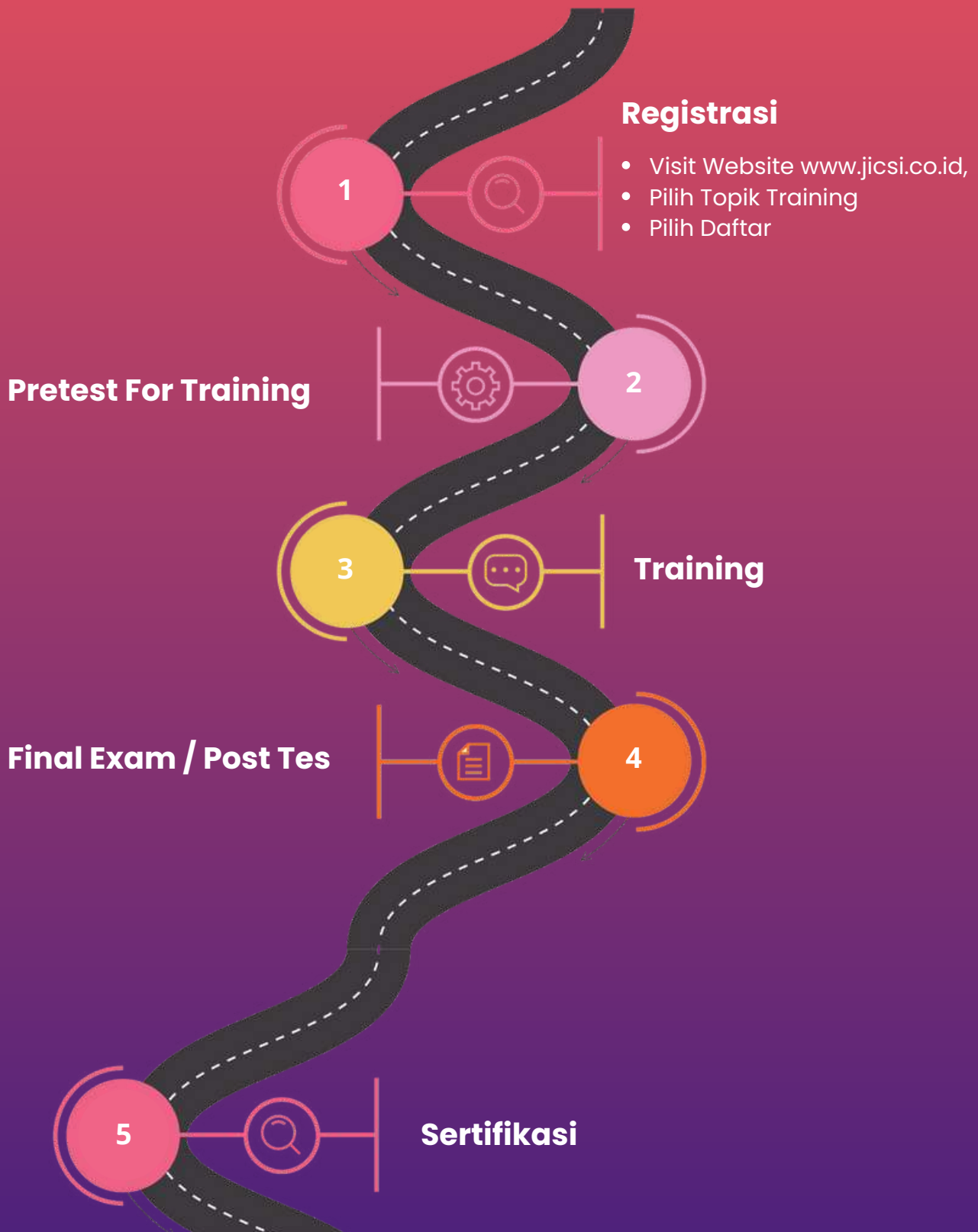
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction – Human Resource Development

Module 2 : Key Functions of Human Resource Development

Module 3 : Top Management's Role in Human Resource Development

Module 4 : Functions of Human Resource Development

Module 5 : HRD Techniques and Methods

Module 6 : Human Resources Development & Competency Mapping

Module 7 : Human Resource Development Process

Module 8 : Practices of Human Resource Development

Module 9 : Human Resource Development Challenges

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



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.

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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