



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Human Resources Professional: From Traditional HR Role to Business Partner

OVERVIEW



What is the role of an HR? Gone are the days when HR was limited to hiring and compensating employees of an organization. Like the business and environment, the role of an HR has also changed. Human Resource is one of the most integral parts of an organisation.

Apart from hiring and compensating employees its job is also to make sure the organization is running smoothly. With the growing competition, it is important to be ahead of one another to achieve success and the desired position in the market.

This course will assist you to recognize that Human Resource has become an independent body that ensures the organization is in coordination with the changing business environment and needs. It is especially important to maintain alignment between performance management, organizational behaviour, employment law, and several other specializations.



COURSE OBJECTIVES

By the end of the Certified Human Resources Professional (CHRP) Training, the participants of this course will be able to:

- Demonstrate a thorough understanding of a Human Resources function
- Understand the roles and responsibilities of Human Resources professional
- Identify the influence of Human Resources professional in organizational success
- Design and align HR strategy with the organizational goals and values
- Assess the impact of HR in the big picture
- Evaluate the effectiveness of the Human Resources function with the use of smart Key Performance Indicators(KPIs)
- Determine the approach of a competency framework enhancing the effectiveness of the HR function
- Identify the fundamental capabilities and skills required for an HR professional
- Understand all aspects of human resources
- Develop essential human resource skills and confidence to be more effective at work and add value to your role and organization
- Acquire a wide range of relevant, practical skills to elevate the growth of the organisation and set a benchmark

TRAINING METHODOLOGY

Designed Certified Human Resources Professional (CHRP) Training for individuals in an HR function or aspiring to join the HR roles in any organization. This program has engaging sessions as participants from all cultures share their own office experiences and challenges.

Customized modules can be designed to meet organization-specific learning requirements. Group discussions, case studies, and role-plays will add value to the learning experience of the participants.





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in Certified Human Resources Professional (CHRP) Training will be as below:

- Learn and develop expertise around employee and Labour Relations
- Learn about human resources and ensure guidelines towards health, safety & security of employees
- Participants would have a thorough knowledge of all the HR functions for the organisation to run smoothly
- The organization would have a concrete structure of managing the employees from ground level to top management
- Employees would have a fair and equal opportunity to grow and profess in the organisation
- Setting a benchmark by establishing a defined process of interviewing, selecting, and hiring employees
- The organization would be able to attract and retain top talent in the market
- Developing a constructive and effective procedure of training and supporting employees to elevate their productivity
- Appropriate planning to place employees in the right role to develop a career and attain job satisfaction
- Motivating and supporting employees to give their best at work and appreciating them for their efforts
- Encouraging employees to focus by compensating them well and providing benefits

PERSONAL BENEFITS

Participants who enroll in this Certified Human Resources Professional (CHRP) Training will benefit in the following ways:

- Display shrewdness by developing effective procedures and policies for the organization
- Participants would be able to efficiently address and resolve employee-related issues
- Learn to improve the skills, knowledge, and abilities to demonstrate world-class management skills
- Participants would have updated information related to the industry that keeps them ahead of the competition
- Identify the need to hire and generate promotion and employment opportunities for employees inside and outside the organization as well
- Support HR initiatives for the growth of employees and organization
- Effectively execute tasks assigned and manage the transaction and transition in the organization
- Establish self-brand in the organization and inspire employees with the dedication to work and grow with the organization
- Encourage the employees to return to work and contribute their best by designing rewarding initiatives
- Design and develop best and effective compensation and benefit plans to attract and retain employees



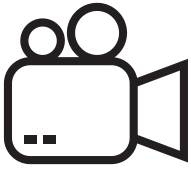


WHO IS THIS PROGRAMME FOR?

Non-HR Leaders and Managers, HR personnel aspiring to grow and lead in the HR Space, OD Consultants, Independent consultants in people development and management

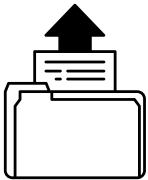


PROGRAMME HIGHLIGHTS



+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**



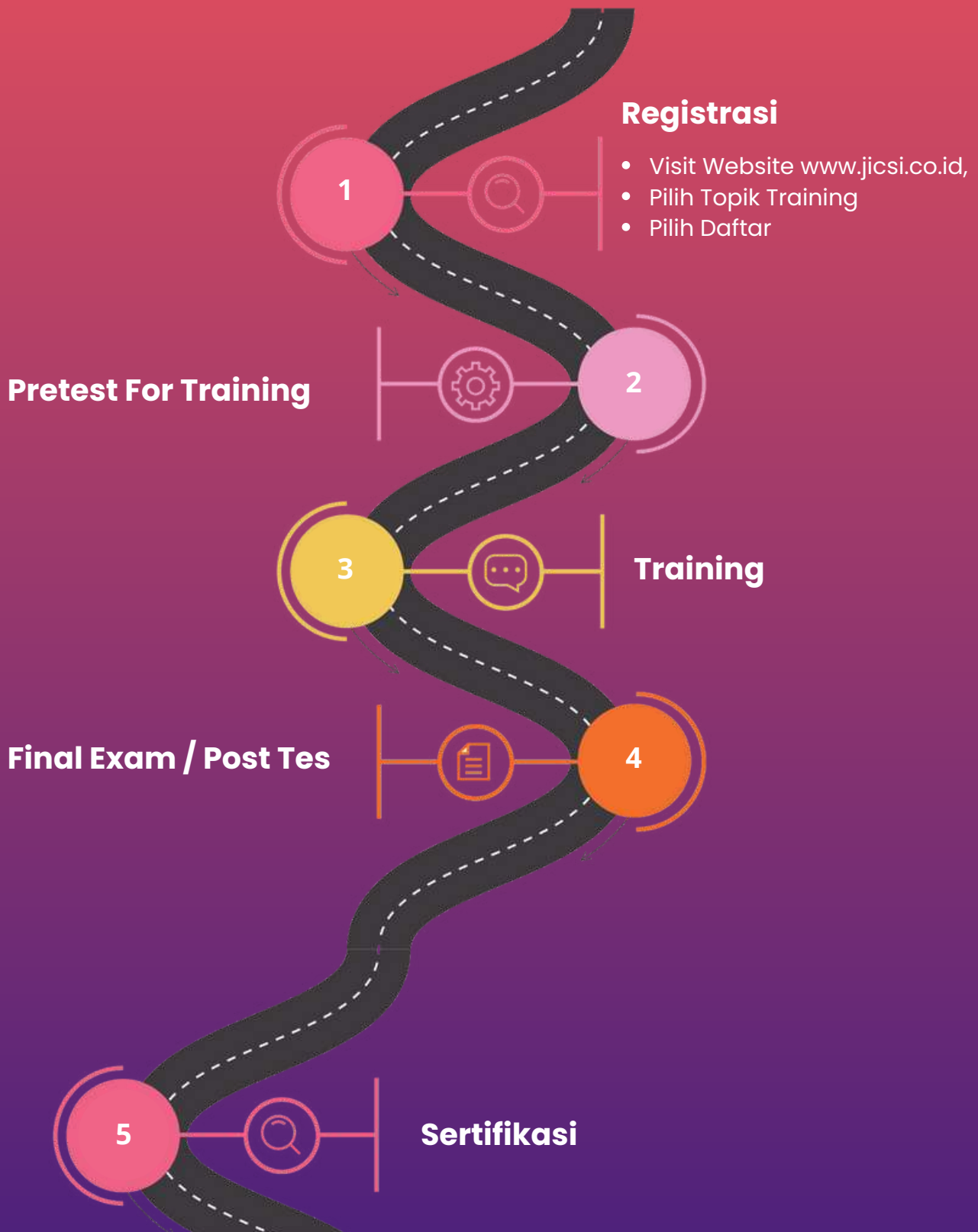
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Certified Human Resources Professional

Module 2 : Basics of Certified Human Resources Professional

Module 3 : Hiring and Recruiting

Module 4 : Talent Acquisition Strategy

Module 5 : Employee Relations

Module 6 : Training and Development

Module 7 : Health and Safety

Module 8 : Performance Management and Career Development

Module 9 : Employee Appraisal

Module 10: Employee Compensation Management

Module 11: HR Policies and Procedures

Module 12: 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. 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
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

JI Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

JI Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

