



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Industrial and Labour Relations & Labour and Trade Union Training Course

OVERVIEW



What are industrial relations in HRM? Industrial relations (IR) is the collaborative academic field that analyses the employment relationship between employers and employees, labour & trade unions, employer organizations and the state. It includes “non-industrial” employment relationships. IR scrutinizes various employment situations, but ones with a unionized workforce.

What are the functions of Industrial Relations? IR supports and improves the mechanism of the employment relationship to protect workers’ rights. IR is an amalgam of shared interests and conflicts of interests. It concerns

grievance processes, employee voice mechanisms, works committees and trade unions, collective bargaining, and labour-management alliances. IR engenders not only economic efficiency but also employee equity and voice.

In this course, participants will explore that there is often a discrepancy between crucial business decision-making and the union delegates’ demands. To offer job security and appropriate reimbursement for employees, accords must be made between union representatives and employers.



COURSE OBJECTIVES

By the end of the Industrial and Labour Relations & Labour and Trade Union Training Course, the participants of this course will be able to:

- Encourage and cultivate amiable labour management relations
- Enhance the monetary condition of the worker by upgrading wages, benefits and advancing a sound budget
- Standardize production by curtailing industrial conflicts through state control
- Entertain industries by crafting the government as an employer
- Ensure workers have a say in the decision-making process
- Promote and inspire trade unions to increase the worker's concentration
- Prevent industrial conflicts and their penalties
- Develop and preserve industrial democracy
- Understand the modifications and fashions in industrial relations
- Examine the role of trade unions in evolving economic-political situation
- Understand labour laws and modern changes in labour laws
- Explore and enable leadership styles to enforce labour laws and jurisprudence
- Fathom fundamental as well as procedural contents of Industrial Relations Law
- Recognize Social Security Legislation
- Build an insight into the Wage Law
- Understand the law relating to contract labour

TRAINING METHODOLOGY

- Certified Industrial and Labour Relations & Labour and Trade Union Training Course is designed for IR professionals for managing relationships for enhanced productivity and reduced discord. They need the right balance of human connection, command & authority and strong negotiation skills.
- This course designed by collaborating with experts with extensive experience in dealing with and managing labour relations and trade unions.
- Real case studies, incidents, and accidents are incorporated for the learning of participants. The roleplays are designed on major industrial challenges that help sharpen communication and negotiation skills.
- The experiential learning methodology ensures that the participants feel ready for interaction with trade unions and manage IR seamlessly.





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in Industrial and Labour Relations & Labour and Trade Union Training Course will be as below:

- Structural principles and rights to create greater opportunities for employees to secure adequate occupation
- Provide psychological safety to employees
- Improved tripartism and social discourse
- Collaboration between Employers, Employees, Administrators, and Supervisors
- Procedural discussion with Contract/Agreement/Policy and Administration
- Exposure to grievance presidency, collective bargaining, mediation, scrutiny, and negotiation
- Access to labour and management conferences and associations
- Resolve informal conflicts between labour and management
- Gain insights on the data requirements of union
- Trained management and administration
- Develop mechanism to manage cooperative society, labour statistics, ensure occupational safety
- Provide advisory services & training and develop independent employers' and workers' organization

PERSONAL BENEFITS

Participants who enroll in this Industrial and Labour Relations & Labour and Trade Union Training Course will benefit in the following ways:

- Encourage and appreciate criteria and fairness
- Establish accords between the zenith association(s) of unions and management
- Set standardized pattern, high intensity of union absorption and centralized bargaining
- Ensure unbiased wage bargaining
- Safeguard cordial relations between workforce and management
- Ensure legal interpretation in the enactment of labour rules
- Understand and interpret labour law and regulations
- Recommend substantial resource and confirm industrial peace
- Support effective communication system, manage changes
- Drop in actions like lockouts, strikes, protests, etc.
- Guarantee organisation stability, effectiveness, and permanence



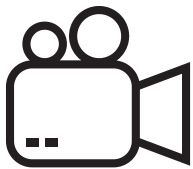


WHO IS THIS PROGRAMME FOR?

HR Leaders and Managers, HR & IR Experts, OD and Independent consultants, Union leaders, IR professionals

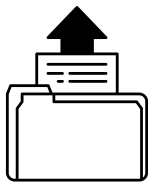


PROGRAMME HIGHLIGHTS



+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**



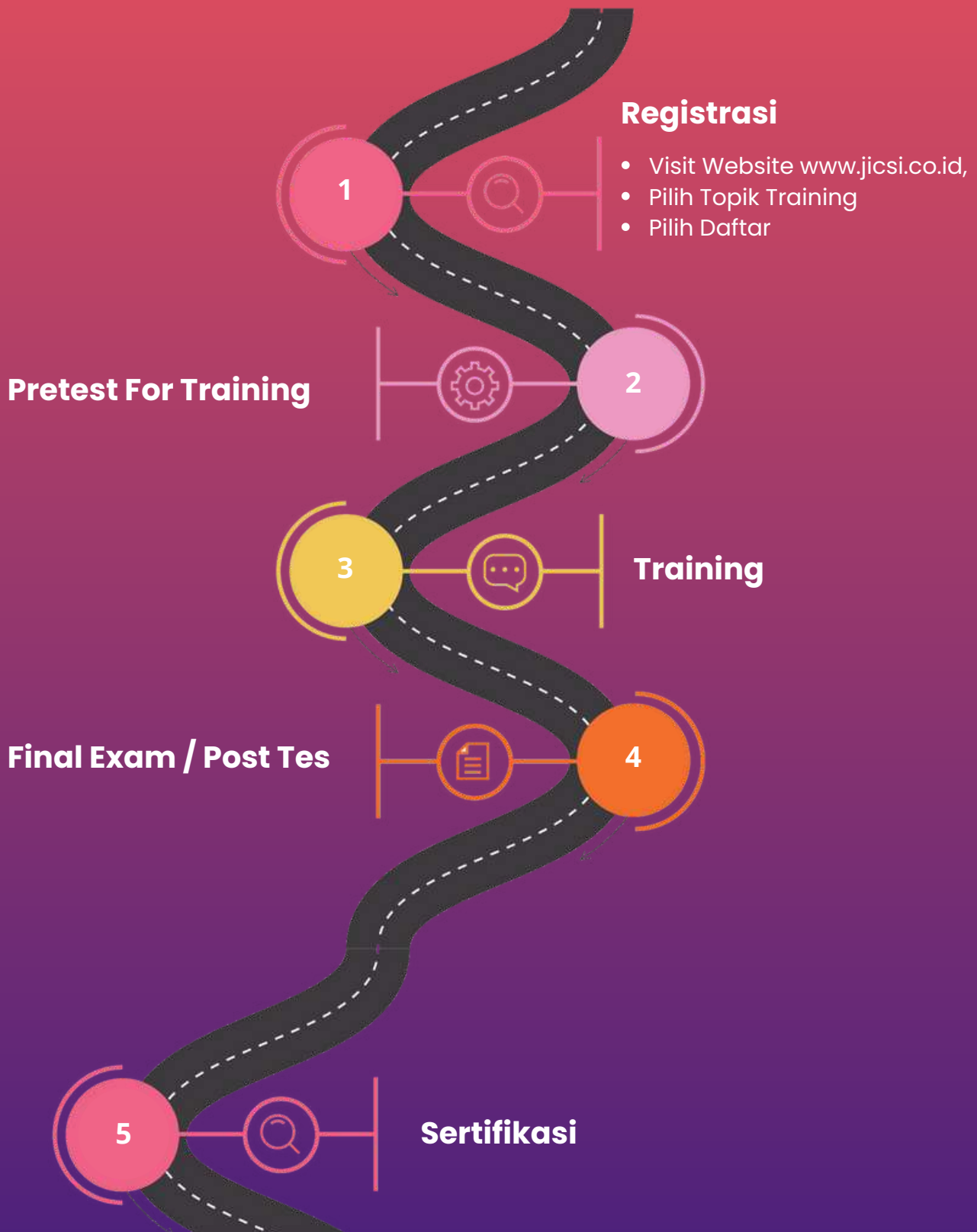
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Industrial and Labour Relations & Labour and Trade Union

Module 2 : Scope of Industrial Relations

Module 3 : Factors of Industrial Relation

Module 4 : Aspects of Labour Relations

Module 5 : Trade Unions in Transformation

Module 6 : Fundamentals of Labour Laws for Trade Union Leaders

Module 7 : Aspects of Labour Movement

Module 8: Measure to Strengthen the Trade Union

Module 9 : Purpose of Trade Union

Module 10: Process of Labour Relation

Module 11 : The Theory of Bureaucratic Management by Max Weber

Module 12 :FAQ's, 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

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