



# **JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE**

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



## **International Protocol and Diplomacy Training Course**

# OVERVIEW



We offers International Protocol and Diplomacy Training, which will give complete knowledge about international protocol standards. The protocol is a rule that describes how an activity is to be performed, most often in the field of diplomacy. In diplomatic services and other fields of governance, protocols are considered to be unwritten guidelines of behaviour and conduct.

International protocol standards are nothing but a set of international courtesy rules that are important for delegates interacting cross-culturally at an international level. With trade and commerce as well as governance extending beyond a nation, the need for cross-border and cross-culture interaction is extremely important and critical.

Inappropriate conduct or representation of an organization or government at an international level could drastically impact the growth and progress of the organization or nation. Thus, the understanding international protocol is extremely critical—the need of the hour.

International protocol standards have been devised to foster seamless, comfortable and respectful interaction between individuals of different cultures and nationalities at an international level. Because of the importance of maintaining protocol at international forums, it requires special training and attention. Some organizations have specific roles dedicated to international protocol; this role is typically called a protocol officer.

A protocol officer is one who helps facilitate communication and cross-cultural respect between individuals, colleagues, clients, organizations and nations. Protocol is also

considered to be a very important part of diplomatic practise linked to history, royalty, religion, culture and language. International protocol standards span across various aspects, such as forms of address, seating arrangements, order of precedence, dining protocol, flag protocol, etc.

Flag Protocol, in particular, is of utmost importance and defines rules or guidelines for proper placement, handling, use and disposal of national flags by respective nations. Thus, understanding and successfully following international protocol helps create organization and/or national identify and reputation, in turn maximising opportunities for international collaboration, trade and commerce and other activities contributing to growth and progress of the nation.

This International Protocol and Diplomacy Certification training will empower you with a complete, in-depth understanding of international protocol standards.

By undertaking this course, you will not only be equipped with the required knowledge to train other colleagues on international protocol but also have the required experience and confidence to successfully represent your organization or nation at an international level.

This International Protocol and Diplomacy training will help you understand the impact of protocol and the need to maintain international protocol standards. It will also provide you with the required skill and confidence to manage complex international protocol effortlessly, thus demonstrating your potential and increasing growth opportunities for yourself within and outside your organization.



## Course Objectives

**The main objective of this International Protocol and Diplomacy Certification training course is to empower professionals with**

- complete knowledge and in-depth understanding of international protocol standards
- the confidence and skill to manage complex international protocol effortlessly
- the ability and confidence to develop a sense of personal presence that is positively impactful
- the required experience and knowledge to master cross-cultural fundamentals that will foster successful and effective cross-cultural communication
- the required skill set and experience to not only provide training to colleagues but also become an in-house protocol expert for your organisation
- the adequate experience, exposure, skill and confidence to undertake roles and responsibilities involving travelling abroad for international meetings
- the skillset, knowledge and confidence to deliver keynote addresses, demonstrating potential and contributing to organisational and/or national branding, reputation and success
- the required experience and knowledge to maximise opportunities for career growth and progression

# TRAINING METHODOLOGY

We offers training courses that cater to a wide range of audience. Great importance is laid on ensuring that the content is closely relevant to the professional backgrounds and experience of the training audience. The course content is thoroughly reviewed and amended, if needed, before the commencement of each course session.

The training is delivered by a highly experienced expert in the relevant domain, who also fosters trainee participation through group activities. Practical training takes precedence, and the trainer involves all participants in role-play to provide first-hand practical experience of interaction and conduct at international platforms. Experiential learning helps provide more scenarios and topics of discussion to understand the course topic in-depth.





# Organisational Benefits

**Organizations whose professionals undertake this international protocol training will benefit in the following ways:**

- Experienced and trained personnel/organisation representatives who thoroughly understand international protocol standards
- Better corporate identity and reputation at an international level
- Smoother and more successful cross-border, cross-cultural interaction and collaboration
- Organisational growth and development because of more successful international meetings and collaborations
- Regular and continuous in-house training for international protocol
- More choice of trained and experienced representatives to attend international meetings and conventions to interact and foster collaboration at an international level

# PERSONAL BENEFITS

**Professionals attending this International Protocol and Diplomacy Certification course will benefit in the following ways:**

- In-depth knowledge of international protocol standards and the importance and impact of international protocol
- • Enhanced skills and experience to successfully represent one's own organisation and/or nation at an international level
- • Increased opportunities to travel abroad to attend international meetings and facilitate international collaboration, thus fostering career growth and progression
- • Greater exposure to cross-cultural beliefs and practices to effortlessly interact with individuals of different cultures and nationalities
- • Enhanced skill set and confidence to successfully undertake higher roles and responsibilities and contributing to one's organisation's and/or nation's success
- • Increased knowledge, understanding and experience to contribute to creating an identity or reputation for one's organisation and/or nation at an international level
- • Increased confidence and knowledge to undertake responsibilities of training colleagues in international protocol standards
- • Increased capability to become an in-house protocol officer for one's organisation
- • A sense of pride to successfully represent one's organisation and/or nation at an international level and contribute to its growth and development

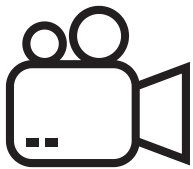




## WHO IS THIS PROGRAMME FOR?

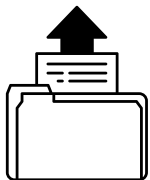
- Members of the senior management of an organisation who need to understand the criticality and impact of international protocol
- Protocol officers responsible for facilitating international communication and collaboration
- Embassy and other diplomat personnel involved in international communication and interaction that offer opportunities to represent one's organisation and/or nation
- Meeting and event planners who organise events at an international level
- Private consultants and advisors who partake in the organisation and management of international events
- Global entrepreneurs, administrative professionals and those members of the government who travel often or host delegates of other nations for interaction, communication and collaborations
- Any other professional interested in knowing more about international protocol standards

# 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**



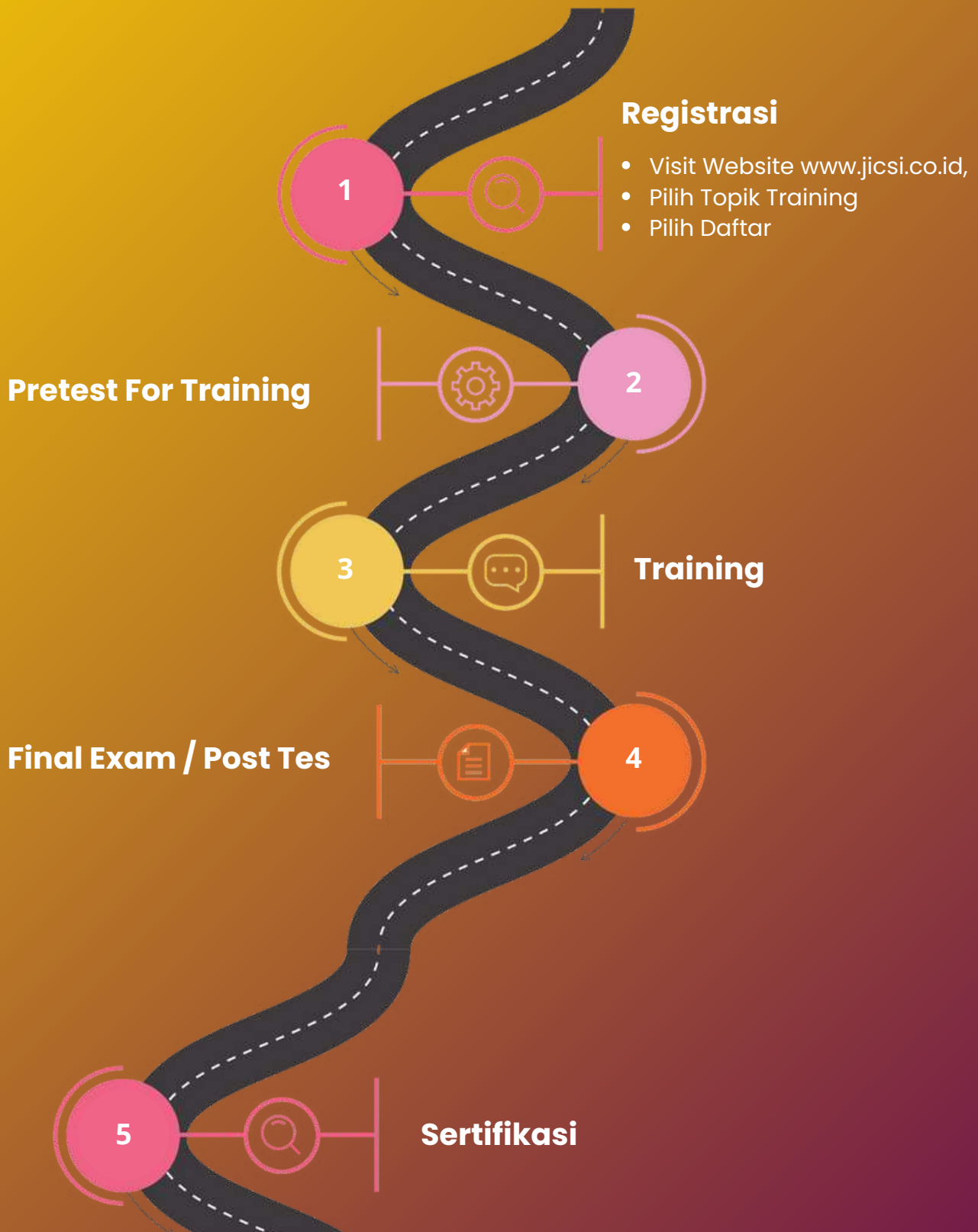
**5+  
Real-World  
Case Studies**



**2+  
Role Plays**



# LEARNING JOURNEY



# MODULES

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Module 1 : Aspects of International Protocol

Module 2 : International Protocol Competencies

Module 3 : Cultural Influence in International Protocol

Module 4 : Non-Verbal Communication Protocol

Module 5 : Dining Rules and Protocol

Module 6 : Rules and Formulae for Introduction

Module 7 : Bilateral and Multilateral Event Protocol

Module 8: International Electronic Communication Protocol

Module 9: Universal Flag Protocol



# 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

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**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

Jl Nusa Dua Blok A6 No.3 Perumahan  
Citragran Cibubur

### Kantor 2

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

## HUBUNGI KAMI

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