



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Interview Skills and Techniques Training Course

OVERVIEW



Every organization needs the best of the workforce that enables rapid growth and successful position in the market. The success of any organization is related to the people you bring into the organization. The process of effective hiring takes time, training, and preparation.

What are Interview Skills and Techniques? It is a process of hiring the right fit by studying, analyzing, and assessing the profile from the set of candidates applying for the job. To have a clear picture of what kind of person the organization wants to hire, an updated description of job and responsibilities must be prepared.

There must be an alignment between the Organizations values, morals, and goals with the candidate. Understanding the organization required for the position is important for the managers to hire a competent candidate.

This will empower you to achieve the purpose of identifying candidate's knowledge, skills, abilities, and behaviour through relevant and appropriate training and guidance that leads the employee and the organisation to achieve the success and grow rapidly.



COURSE OBJECTIVES

By the end of the Interview Skills and Techniques Training Course, the participants of this course will be able to:

- Explain the meaning of interview skills in line with their organization and industry
- Acknowledge the importance and benefits of interview skills and techniques
- Differentiate between Interview skills and techniques
- Know the skills required and carry out effective interviews
- Have a structured process of hiring the right candidate
- Plan and prepare for the interviews (self and the panel)
- Learn to set the right expectations with the candidates
- Prepare the repository of questions to ask in advance, verified by the hiring leader
- The present organization in the best light to the interviewee for trust and confidence
- Prioritise the questions and carefully record the answers given by the candidate
- Use different tools and methodologies of interviewing for identifying skills
- Engage appropriate interviewing skills for assessing and matching competence
- Gain the confidence to ask relevant questions – prepare, practice and update the process
- Selecting the right candidate basis the mapped competencies around a profile
- Gain access to the most competent talent in the market and hire them
- Reach the desired goal of success and maintain the position by reinforcing the right practices
- Master the art of conducting and managing interviews
- Maintain a record of a candidate – profile, key critical incidents and reference for future

TRAINING METHODOLOGY

Designed the Interview Skills and Techniques Training Course for individuals in recruitment, Leadership hiring role, recruitment consultants in any organization. This workshop is a very interactive session as participants from different countries and cultures participate and share their own office experiences and challenges.

The modules in this course can be customized and arranged for organizational specific learning requirements. This program involves group discussions, case studies, and role-plays (*videos can be recorded for feedback and review to map the best practices, hits and misses)





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in Interview Skills and Techniques Training Course will be as below:

- Align the interviewing process with organizations goals, values, and morals
- The organization would have committed workforce due to alignment and cohesion
- Use best sourcing platforms to engage with suitable candidates thus reducing rejections
- Successfully send interview invites to the candidate through various platforms
- Have an extended reach to hire – through technology and automation
- The organization would set a benchmark through its structured interviewing procedure
- Learn the soft skills required to perform the interviews successfully
- Explore and master the technical bent of getting the interviews right
- Communicate the updates to interviewee and internal panel to streamline the process
- Create a process that provides objective and fair outcomes
- Build a strong and fair BGV (Background Verification) process that establishes honesty and trust among the employees and employer
- The organization will have an employee-oriented culture; inclusive and nurturing to help people grow
- The organization will have an agreement with its employees for its values and morals, removing the element of surprise /shock
- Filter any misfits to prevent future conflicts and resentment
- Engage and utilize resources of organization, self and interviewee for the best interview experience
- Train recruiters, interview panels, hiring managers on respective roles to get the process right
- Get the understanding of elements that impact the interview process and candidate experience
- Offer basics like water, pens, check for comfort in waiting rooms, etc.- little courtesy goes a long way
- Seek feedback from candidates that were interviewed, however, didn't choose to join the organization
- Analyse factors from candidate feedback to improve the interview process, candidate experience and culture

PERSONAL BENEFITS

Participants who enroll in this Interview Skills and Techniques Training Course will benefit in the following ways:

- Learn to reach the best talent in the market
- Successfully design and run an interview process to identify the right candidate
- Learn to meet and greet the candidates to make them comfortable
- Exude confidence no matter what role you are into to create a right impression
- Learn about company culture & values, demonstrate them in conduct and sensitize interviewees about what they are getting themselves into
- Dress appropriately, project the culture and set expectations clearly
- Participants would be able to ask the right set of questions and probe further
- Learn to conduct the interview warmly and make the candidate feel at ease
- Carry out effective communication during the interview
- Develop active listening skills to record the correct information
- Learn to follow the hiring protocol
- Consider all the metrics while hiring a candidate
- Participants would make an informed and effective decision
- Provide the right information to the Managers to make the final decision
- Participants would be able to collaborate with the line managers
- Learn the need of the business to hire a candidate
- Learn the process of hiring and documentation
- Learn to assess the candidate for the competency required for the job



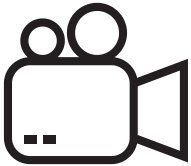


WHO IS THIS PROGRAMME FOR?

Recruiters, Hiring / Line Managers, OD Consultants, Independent consultants, Corporate professionals hiring people in the business

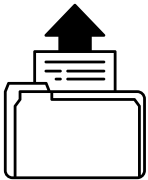


PROGRAMME HIGHLIGHTS



+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 Interview Skills and Techniques

Module 2 : Importance of Interview Techniques

Module 3 : Types of Interviews

Module 4 : Planning and Preparing for the interview

Module 5 : Managing and Conducting the Interview

Module 6 : Common Interviewing Questions

Module 7 : Employee Identifying Soft Skills in the Candidate

Module 8 : Skills Required for Interviewing a Candidate

Module 9 : Evaluation and Decision Making

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)



SERTIFIKAT PELATIHAN

PD/2024/070524/004

DIBERIKAN KEPADA

Name xxxxx

Telah Menyelesaikan Pelatihan Diselenggarakan Oleh
Jakarta International Customer Service Institute (JICSI) bersama
Customer Service Experience Association Indonesia (CSEAI)

Interview Skills and Techniques Training Course

Rudyanto H.P Manullang, Ph.D, M.P.H

Founder JICSI

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 active 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 keluh kesah.

OUR CLIENT





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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