



# JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



## Knowledge Management Training Course

# OVERVIEW



Do you believe that Knowledge management is a key ingredient in an organization's ability to operate? Do you also trust that if you have the right facts and information with you, you would be able to innovate in your business?

An organization's data comes from its history and operations. Knowledge management is the process of making and sharing that knowledge and using it systematically for the benefit of the corporate.

A knowledge management system ensures that an organization's knowledge domain never gets compromised either due to revenue or losses incurred, or continued growth of the organization itself, especially in this VUCA world.

A knowledge management strategy ensures that the knowledge assets remain protected and more importantly, consistent as the company continues to evolve.

Companies have now begun investing in data management systems and dedicated teams to protect their intellectual capital. By choosing to invest in this course, your organization would be able to gain a competitive edge in the marketplace.

This course on Knowledge Management will ensure that the relevant information remains with the organization in the VUCA world in the years to come. This will also provide the organization with the knowledge and skills to lead successful, real-world KM initiatives.



## COURSE OBJECTIVES

**Upon completion of the Knowledge Management Certification Training Course, participants will be able to:**

- Ensure that the company has complete and accurate information for easy and instant decision-making at any point in time
- Ensure that all employees have a clear and common understanding of this function
- Prepares the company to be competitive in the ever-changing world of business
- Ensure Continual Effectiveness in the marketplace

# TRAINING METHODOLOGY

We, employ interactive discussions and presentation deck to impart learning. This is further augmented by the infusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions.

You also get an outlet to impregnate your ideas with other industry participants as well. We also provide flexible and blended formats to meet your requirements.





## ORGANISATIONAL BENEFITS

**By deciding to undertake this course, the organisation will benefit as follows:**

- Create a Knowledge Management oriented vision for the corporate
- Incorporate Knowledge Management into the strategy of the organization
- Build an inter-mutual environment which promotes communication and innovation
- Transition to a learning-oriented organization by bringing it into day to day operations
- Ready to face the competition and challenges in the world of business
- Alleviate errors by the employees
- Provide same quality services to all the clients, and customers
- Reduction in the number of clients and customer complaints

# PERSONAL BENEFITS

**Participants will gain the following Personal Benefits from this course:**

- Champion for the effectiveness of Knowledge Sharing
- Encourage an environment of Knowledge Sharing in the organization
- Help your organization maintain a competitive advantage
- Learn how to apply the practical tools and techniques for the business
- Improved efficiency and effectiveness
- Increased productivity



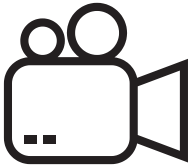


## WHO IS THIS PROGRAMME FOR?

**This course will add value to the following professionals:**

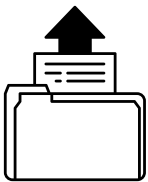
- Chief Knowledge Officers (CKO)
- Knowledge Managers/Champions
- HR Professionals
- Project/Program Managers
- Quality Managers / Professionals
- Process Owners
- Process Champions
- OD Professionals
- Change Managers
- Professionals with no experience in any of the above fields can also take this up as a new career option

# 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**



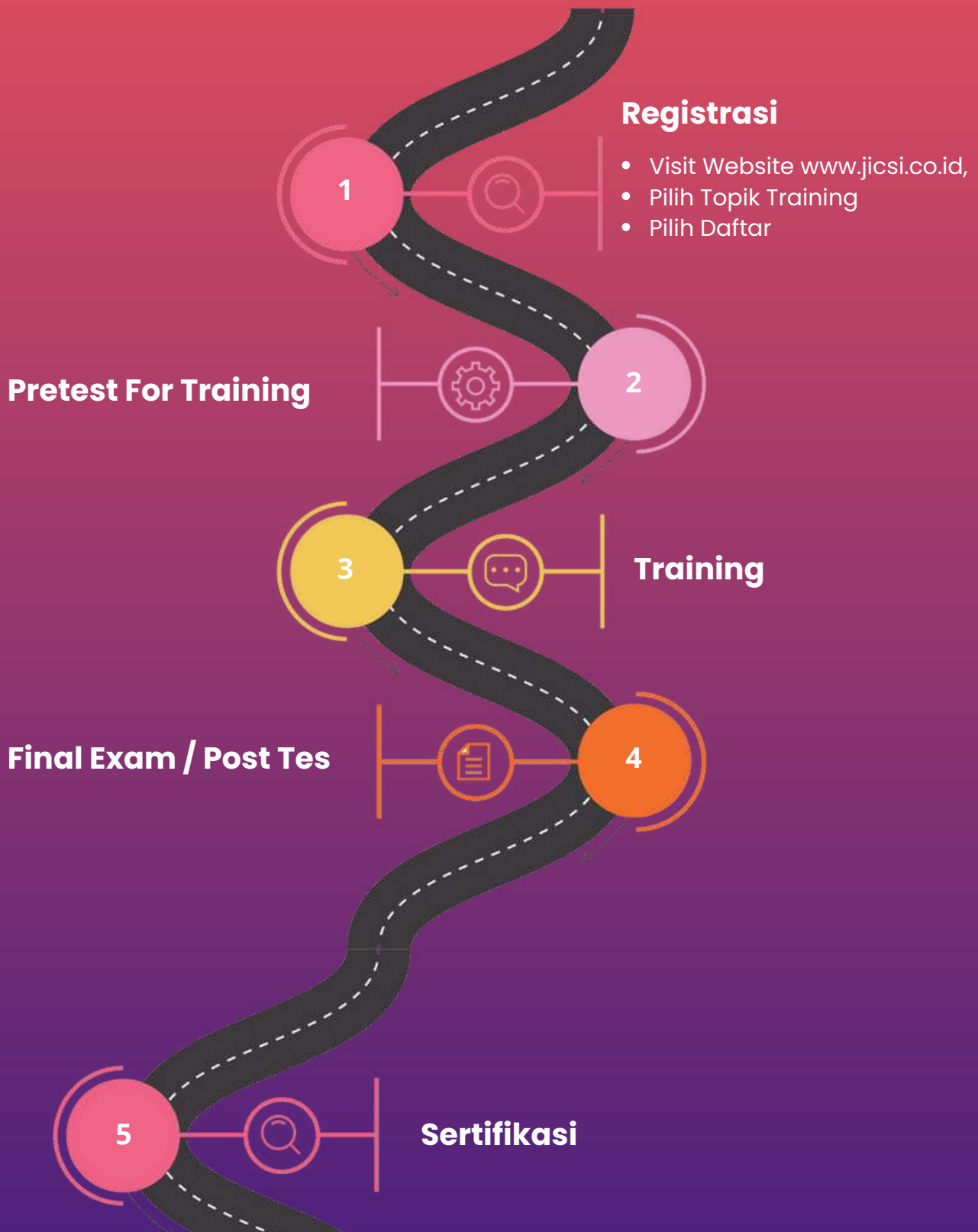
**5+  
Real-World  
Case Studies**



**2+  
Role Plays**



# LEARNING JOURNEY



# MODULES

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Module 1 : THE BASIC CONCEPTS OF KNOWLEDGE MANAGEMENT

Module 2 : CONTEXTUAL UNDERSTANDING OF THE KNOWLEDGE MANAGEMENT CYCLE

Module 3 : THE KNOWLEDGE REPOSITORY SYSTEM AND DATA HANDLING

Module 4 : EVALUATION

Module 5 : CONTINUOUS LEARNING



# 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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