



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Leadership Effectiveness Training

OVERVIEW



Often the success or failure of the Organisation can be attributed to the leader's ability to lead. Employees possess varied capabilities that have to be streamlined toward the achievement of organizational goals. The task of unifying efforts of various units toward common project, team or Organisation efforts falls upon the shoulders of capable leaders.

What is effective leadership?

Leaders are required to possess the ability to effectively influence their followers to work towards the achievements of the goals of the organization. It is leadership effectiveness that motivates employees to perform beyond standard expectations. Leadership effectiveness measures the leader's ability to influence and coordinate others' actions in one common direction. However, parameters of leadership effectiveness have evolved and this reflects in the expectations of the members and employees. Effective leaders cannot merely impose their authority on followers to get the work done but they need to possess a range of skills to generate positive outcomes.

There are numerous issues an effective leader is expected to deal with. How does one manage the problem of high turnover? How does one regulate productivity losses? How does one encourage innovation among

members and cultivate a creative Organisational culture? What are the ways to promote teamwork? Effective leaders will reach out to their employees and attempt to minimise the occurrence of conflicts. The capacity of a leader has evolved over decades into a much more dynamic role. Any person aiming to develop into this role would have to acquire advanced Leader Effectiveness skills.

How do you improve leadership effectiveness?

We have brought forward a Leadership Effectiveness Training program for its budding leaders. The course discusses the relevance and significance of global leader effectiveness in the present corporate scenario. The course aims to inculcate problem-solving skills within the participants and foster the need for innovation. The course highlights practical things such as handling strategy, inspiring the team and managing resources efficiently. The training program will be one step in the right direction for leaders looking to transform their personage into that of a dynamic global and effective leader.



Course Objectives

Leadership Effectiveness Training is aimed at the following objectives:

- To develop clarity of purpose regarding the role of an effective leader
- To understand tools applicable in corporate space for motivating team members and employees
- To understand the importance of developing vision and assisting the employees in achieving it
- To discuss ways to create productive and motivated teams
- To learn ways to coordinate efforts towards the achievement of a common goal
- To develop essential communication skills
- To develop a pragmatic problem-solving approach and leadership skills essential for making informed decisions in difficult situations
- To understand the importance of developing emotional intelligence for leading people

TRAINING METHODOLOGY

This collaborative Leadership Effectiveness Training will comprise the following training methods:

- Interactive sessions and lectures
- Presentations
- Management games
- Roleplaying/modelling
- Case studies
- Group discussions
- Problem-solving sessions





ORGANISATIONAL BENEFITS

Successful completion of the Leadership Effectiveness Training Course will benefit an Organisation in the following ways:

- Presence of effective leaders in an Organisation ensures enhanced productivity through better employee morale, teamwork and coordination
- Trained effective leader will ensure improvement in employee engagement and satisfaction which will, in turn, reduces employee turnover
- Effective leaders will provide strategic vision to the Organisation while managing risk present in business operations
- Effective leaders possess emotional intelligence and are sensitive to employees' needs; this consideration promotes a healthy corporate culture
- Effective leaders enable informed decision-making regarding strategic matters of the organization

PERSONAL BENEFITS

Successful completion of Leadership Effectiveness Training will benefit an individual in the following ways:

- Development of leadership skills such as Advanced communications, motivation, creativity, etc.
- Identify and implement self-effective leadership style most suitable for the organization
- Discover innovative ways of influencing and motivating team members towards better performance
- Identifying different scenarios where intervention by a leader might be needed
- Gain skills that will accelerate career growth and personal leadership capabilities
- Gain expert feedback that will offer insights into developing as a successful effective leader

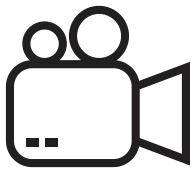




WHO IS THIS PROGRAMME FOR?

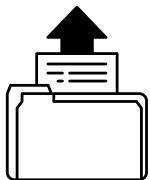
- General managers
- Departmental heads, project heads
- Strategic managers
- Senior officers, Executives
- Professional mentors and coaches
- Policymakers
- Start-up founders, entrepreneurs

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 : Role of Leadership Effectiveness

Module 2 : Interpersonal Dynamics

Module 3 : Becoming a Multi-dimensional Leader

Module 4 : Theories of Leadership and their Application in the Real World

Module 5 : Applying Leadership in the Workplace

Module 6 : Qualities of an Effective Leadership

Module 7 : Developing Emotional Intelligence

Module 8 : Unleashing the Potential of Team Members

Module 9 : Conflict to Collaboration

Module 10: Developing a Cohesive Team

Module 11: Building a Positive Change Culture

Module 12: Workplace Excellence

Module 13: Improving Leadership Effectiveness



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.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
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