



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



MBTI Personality Assessment

OVERVIEW



What is MBTI Personality Type? MBTI is a globally used psychometric tool which helps people in understanding their personality in a better way. MBTI stands for 'Myers Briggs Type indicator'. This instrument is based on 'Theory of Personality' developed by Swiss psychiatrist Carl Jung.

Two Americans, Myers and Briggs further studied Carl Jung's theory of personality and developed this instrument/tool. The MBTI assessment makes Carl Jung's theory of psychological type both understandable and highly practical by helping individuals identify their preferences in four areas (Extroversion or Introversion, Sensing or Intuition, Thinking or Feeling and Judging or Perceiving).

Why MBTI? MBTI is a widely used personality assessment tool. It is used by almost 90% of fortune 100 companies in 70 + different countries. Every year more than 2 million people across the globe take this assessment. It's translated into 20+ languages.

his tool provides a powerful framework for building strong relationships, driving change initiatives, improving teamwork and leadership development for individuals and organizations.

This MBTI course will provide you with deep knowledge about various key aspects of the MBTI instrument. It will help you understand your personality type, key characteristics of your personality type and also characteristics of various other personality types.

It will increase your self-awareness by helping you identify your strengths and also improvement areas. The overall knowledge of the tool will offer you a lot of flexibility & variety to your behaviour while dealing with any situation. Thus, it will help you in becoming a better person and professional.



COURSE OBJECTIVES

By the end of the MBTI course, the participants of this course will be able to understand:

- History and Development of the MBTI Instrument
- Jung's Psychological Type Theory of Personality
- Meaning of the Term "Preferences"
- Explore Myers-Briggs 4 Preference pairs (Dichotomies)
- Know your own MBTI Type & it's characteristics
- Brief Descriptions of 16 MBTI Personality Types
- Creating & Analysing Team Type Table
- Type Dynamics
- Type & Stress
- Various applications of MBTI Preference Combinations/Type like – Contribution to Team, Career Interests, Building Strong Relationships, Teamwork & Productivity, Learning Styles, Dealing with Change, Leading Style, Use of Information

TRAINING METHODOLOGY

We utilize a variety of proven adult learning methodologies for enhancing participants overall learning experience. This program will be experiential and interactive. The tools used for learning will include presentations, individual and team activities, case studies, audio-video clips & knowledge reinforcement evaluation tests (MCQs/Quiz).





ORGANISATIONAL BENEFITS

The organization will reap the following benefits by taking this course for its employees:

- Improved Teamwork & Productivity
- Strengthening of Relationships & Improved Communication across teams, levels
- Enhanced Problem Solving & Decision-Making capability
- Improved expertise in Conflict Resolution skills
- Career Counselling/coaching
- Effectiveness in Planning, Implementing & Managing Organizational Change
- Recognizing & Managing Stress
- Improved Managerial & Leadership capability across levels
- Competent & Skill full Workforce
- Increased employee satisfaction
- Increased rate of retention of business-critical talent
- Culture of continuous learning & growth

PERSONAL BENEFITS

Participants who enroll in this MBTI Training Program will benefit in the following ways:

- Get deeper & richer insight into your personality and write your own destiny
- Exemplary self-awareness and self-esteem
- Exposure to various career options which are more suitable to an individual
- Better alignment of your interests, personality & various job roles leading to job satisfaction
- Excellent teamwork & enhanced productivity by recognizing and leveraging your strengths
- Understand & use the appropriate learning style suitable for your personality resulting in faster learning of new skills & competencies
- Expertise in building strong & healthy relationships with people in personal & professional life
- Get an Exceptional capability to deal with stressful situations
- Better change management
- Upgrade in crucial decision-making skills
- Improved managerial & leadership effectiveness
- Happy and satisfied personal & professional life



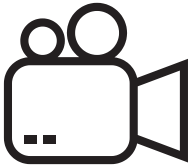


WHO IS THIS PROGRAMME FOR?

We recommends this course for:

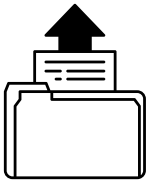
- HR Professionals
- Trainers & Educators
- Learning & Development Professionals
- Organization Development Professionals
- Independent Consultants
- Coaches
- Organizational Leaders across industry
- Leads/Managers in any industry
- Students
- Homemakers
- Anybody, who is interested in continuous personality development

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**



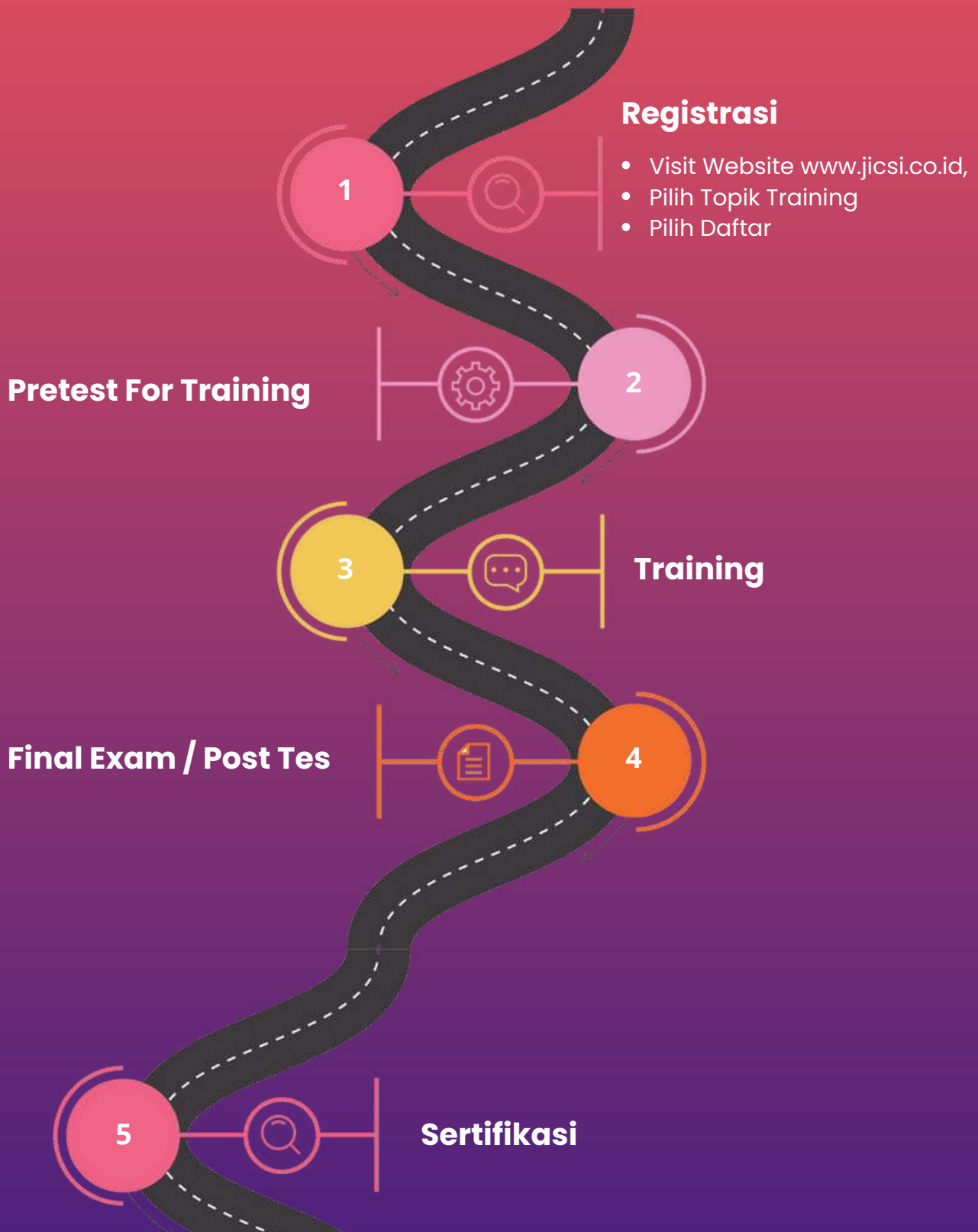
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : History and Development of the MBTI Instrument

Module 2 : Jung's Psychological Type Theory of Personality

Module 3 : Meaning of the term 'Preferences'

Module 4 : Explanation of 4 MBTI Dichotomies

Module 5 : MBTI Personality Types

Module 6 : Details of 16 MBTI Personality Types

Module 7 : Creating & Analysing Team Type Table

Module 8: Using Differences Constructively

Module 9 : Understanding Type Dynamics

Module 10: Type & Stress



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
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

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

