



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Manager Training Course

OVERVIEW



Comparatively, it is easier to manage your own work than being accountable for 10 others. First-time managers always are in a spot where they have to start managing his/her team members by also ensuring individual's deliverables. The role switch can be painful and often people only learn when it was too late!

What are the essential management skills required by New Managers? It is imperative for the new managers to understand the organisation's expectations and know-how to not only meet but exceed it.

Managerial roles come up with various challenges like conflict management, managing co-workers, provide feedback and coaching etc. You were promoted for your own individual performance, but that will not be the case once you transition to a managerial role.

The training course will equip you with the latest managerial and technical know-how to manage your working teams effectively. After attending this comprehensive management training, you will be able to implement the latest managerial models and transition into your new role.

You will be able to immediately start delivering from the very first day starting from your communication to the management and stakeholders. You will be able to manage team conflicts, provide feedback and coach your team members.

This course will not only boost your managerial skills but also inculcate new leadership skills, which will make you indispensable for the organisation.



Course Objectives

Upon completing this “New Manager Training Course”, participants shall be able to:

- Better manage the switch to a manager
- Set expectations as required by the organisation
- Become aware of the team to manage
- Get appropriately equipped with latest tools and managerial techniques
- Motivate the team under the management
- Set clear goals
- Manage conflicts arising in the team or outside the team
- Delegate effectively
- Realise the importance of communication
- Get leadership understanding
- Identify and manage stakeholders
- Coach your team members
- Share a common vision with the team

TRAINING METHODOLOGY

This course shall comprise of the following training methods:

- Interactive Sessions and Lectures
- Presentations
- Group Discussions / Role Plays
- Case Studies & Functional Exercises
- Peer Learning
- Hands-on use of latest tools





ORGANISATIONAL BENEFITS

Organisations who send their employees to attend the 'New Manager Training Course', will get the following benefits:

- Empower the New Manager to easily transition into a Management Role
- Better manage the overall team performance by setting a higher standard of Leadership and Management
- Create trust and get the team to confide and believe in the New Leadership
- Establish a common vision
- Execute organisation strategies effectively and efficiently at the operational level

PERSONAL BENEFITS

Individuals attending the 'New Manager Training Course', will get the following benefits:

- Become more eligible to manage a team
- Get better visibility in your team
- Become more relevant in the current managerial role
- Enhance your team's performance
- Identify the current challenges and address them with the latest technique and technology
- Become equipped with the latest managerial techniques to manage your team
- Build trust
- Delegate better
- Better manage your switch from an individual contributor to a new manager

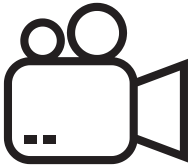




WHO IS THIS PROGRAMME FOR?

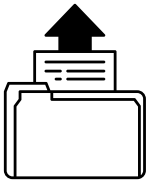
- New Managers
- New team managers
- Project Managers
- Team Leads
- Potential Managers
- Supervisors
- Line Managers
- Middle-level executives
- Start-up founders

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 : Realizing the switch from Individual contributor to a First Time Manager

Module 2 : Communication Skills

Module 3 : Showcasing Leadership skills

Module 4 : The Art of delegating tasks

Module 5 : Managing your team

Module 6 : Conflict Management

Module 7 : Use of latest technology in your managerial role

Module 8 : Stakeholder Management

Module 9 : Feedback and Coaching



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. Adapun 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

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Kantor 2

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