



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support
2 Days Training



Mentoring Skills Course

OVERVIEW



Most successful businesses today rely on the lessons learned by their more experienced workforce. When all else fails and computers cannot make decisions that involve empathising with other people, this is where the knowledgeable folk step in and save the day.

Therefore, it is important that these individuals become teachers or mentors to other such individuals who aspire to reach similar or greater heights. A successful mentoring program can strengthen the most important elements of a business – its human resources.

Many organisations have taken advantage of this approach for years because they have understood the significance of leveraging talent, flourishing their people, and engaging members of the workforce on a more personal level.

his interactive course introduces participants to mentoring and shares best practices for establishing and managing a successful mentoring program. During this training program, participants will also look at the standards in establishing a constructive mentor-mentee relationship and templates that they can use at different points of their mentoring sessions.

What other important elements does the “Mentoring Skills Course” cover? In addition to the successful ways to design and implement mentoring programs, this training program also addresses the key points on understanding and explaining the benefits of mentoring and why it can sometimes fail. This training course will empower you with the theoretical and practical implications of mentoring and how to create and manage mentoring relationships in the workplace.



Course Objectives

Upon completing this Mentoring Skills Course successfully, participants will be able to:

- Define mentoring and coaching correctly
- Plan and analyse the best practices for designing and administering a mentoring program
- Learn the benefits of mentoring for all parties concerned
- Explain the advantages of a mentoring program
- Understand how the role of a mentor differs from that of a coach or counsellor
- Demonstrate the use of appropriate language in mentoring
- Consider different approaches when mentoring
- Review the mentor's and mentee's responsibilities
- Suggest troubleshooting strategies to address common problems
- Prepare participants to function as mentors to others in the organisation
- Learn or revisit and practise a coaching model
- Understand the importance of confidentiality in a mentoring relationship

TRAINING METHODOLOGY

This collaborative Mentoring Skills Course training program will comprise the following training methods:

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Role-playing Exercises
- Case Studies & Functional Exercises
- Like all our training programs, this course also follows the 'Do-Review-Learn-Apply' model.





ORGANISATIONAL BENEFITS

Companies who nominate their employees to participate in this Mentoring Skills Course can benefit in the following ways:

- Understand why, how, and when to apply coaching in a workplace setting
- Train your workforce about coaching and mentoring within companies, and the steps that are required for these efforts to be successful
- Integrate your own practical requirements within the program to share personal insights, encourage participants to explore and discuss the content provided
- Relate the content to the participants' current roles and provide a safe space for them to learn

PERSONAL BENEFITS

Individuals who participate in this Mentoring Skills Course can gain from it in the following ways:

- Learn how to prepare a schedule for formal mentoring meetings
- Ask questions to establish your growth and development plan
- Hold check-in conversations with your mentor/mentee
- Troubleshoot common problems in the relationship between a mentor and a mentee and determine the best approaches to overcoming such obstacles



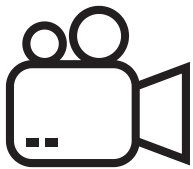


WHO IS THIS PROGRAMME FOR?

This Mentoring Skills Course would be suitable for:

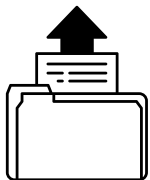
- Senior business executives
- Managers
- Supervisors
- Coaches
- Individuals who hold the responsibility to mentor their teammates
- HR workforce
- Any individual who aspires to become a mentor someday

PROGRAMME HIGHLIGHTS

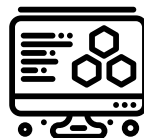


+60

**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 : MENTORING

Module 2 : COACHING

Module 3 : MENTORING SKILLS

Module 4 : LEARNING STYLES

Module 5 : THE MENTORING RELATIONSHIP

Module 6 : APPLICATIONS, BENEFITS AND CHALLENGES OF
MENTORING PROGRAMS

Module 7 : COACHING STYLES AND SKILLS

Module 8 : COACHING SESSIONS, STRATEGIES AND APPROACHES

Module 9 : COUNSELLING VS. COACHING VS. MENTORING



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. Adapaun 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.





**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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