



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



NLP Practitioner Certification Training Course

OVERVIEW



Do you wish to supercharge your potential? Do you wish to help others become the best version of themselves? Neuro-linguistic programming (NLP) is a psychological approach created in the 1970's by Richard Bandler and John Grinder.

It focuses on analysing strategies used by successful individuals and applying them to reach a personal goal. In other words, it is a practical approach to human behaviour for modelling excellence. Its primary focus is on how to operate your own mind and body to create what you want in life.

Practitioners have used NLP at work to improve productivity or progress in their jobs. Not only this but the discoveries made from the methodology of NLP have been used in business, education, and health, as well as therapy.

It has also been applied as a therapy for many psychological disorders, phobias, depression, anxiety disorders and post-traumatic disorder. It is often said that NLP has made the greatest contribution to the behavioural sciences in the last 30 years.

This course on Neuro-Linguistic Programming will help you uncover and work with the processes that precede behaviour. You will learn to streamline your thoughts and action. And you will learn a set of skills that can be the foundation for all the goals in your life.



COURSE OBJECTIVES

By the end of this 'NLP Practitioner Certification Training Course', you will be able to:

- Know how to program your brain
- Practise how to re-program your brain
- Copy other role models for success
- Boost your social skills
- Improve your communication skills
- Tap into your most powerful mental states
- Gain greater emotional control
- Remove negative experiences
- Develop unshakable confidence

TRAINING METHODOLOGY

We employ highly interactive presentation with practical exercises and discussion methods to help you understand patterns and behaviour of self and others as well. It will be complemented by the inclusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions.





ORGANISATIONAL BENEFITS

This NLP Practitioner Certification Training Course will help the corporates to:

- Learn interventions and technique that you can make use of in your practice to help your team members
- Understand the nature, mindset, and behavioural process of the people around you
- Discover how the team members create a world of their own
- Learn how to create change in the moment
- Generate patterns of communication that transform
- Use hypnotic language patterns to increase your power
- Achieve success while working with your clients, stakeholders and team members
- Learn how to design strategies for better results and achieving goals
- Use the power of working with the memories of a person to change their personal history

PERSONAL BENEFITS

This NLP Practitioner Certification Training Course will benefit the individuals to:

- Build instant rapport with everyone
- Adopt self-empowering beliefs
- Build confidence and stay motivated
- Release emotions that are negative and limit your decision-making
- Achieve your set goals
- Live a meaningful and powerful life
- Use win-win methods to negotiate and mediate conflict
- Use language patterns to influence, intrigue and move others
- Leadership skills that lead to more business
- Techniques for positivity and lasting change



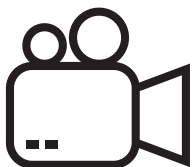


WHO IS THIS PROGRAMME FOR?

Anyone who has done the basics course of NLP

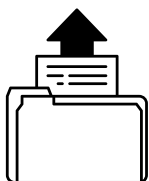


PROGRAMME HIGHLIGHTS



+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 : Introduction to NLP, Rapport, and Representational Systems

Module 2 : Anchoring

Module 3 : NLP Language Patterns

Module 4 : Sensory Acuity and Sub-modalities

Module 5 : Strategies

Module 6 : Reframing

Module 7 : Time Line Therapy

Module 8 : Sales and Negotiation



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

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Citragran Cibubur

Kantor 2

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