



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Performance Appraisal Training Course for Managers Course Overview

OVERVIEW



Do you fumble when you are required to discuss the performance appraisal with your team members?

Do you find it difficult to have positive and healthy conversations with them?

Performance Appraisal is an annual review cycle of an employee's performance at the job and his/her contribution to the company. It is known by different names across the industry- Annual Review, performance review, evaluation or employee appraisal. The cycle of conducting the performance appraisal varies in every company. The appraisals can be conducted annually, semi-annually, or quarterly.

A Performance Appraisal is used by the company for several purposes-

- 1.to give a bigger picture of the contribution by the employee
- 2.to justify the hike in salaries and bonuses
- 3.to offer learning and developmental plans

In the extremely competitive and volatile market of today, the managers are required to showcase their expertise in conducting performance appraisals,

especially because of the human emotions, and the sensitivities involved.

On the one hand, the employee starts thinking of changing the job as soon as the appraisal cycle starts. On the other hand, the managers fear that some employees would start getting disinterested at work or might leave, i.e., in case they do not give them the increment the team member ask for, irrespective of their performance.

The key to success during performance review discussion lies in the ability of the managers to get to a buy-in from their team members, which would be possible when they provide constructive feedback on their performance, thus, alleviating the attrition rate in the team and company.

This course on performance Appraisal will help the managers to have powerful dialogues while leading performance review. It will also help the managers to objectively determine which employees have contributed the most to the company's growth, review progress and reward the high achievers.



COURSE OBJECTIVES

The training objectives are:

- Improve and understand the transactions of the managers with their team
- Look at alternates to better their conversations with their team
- Increase the effectiveness of their transactions
- To equip the managers with the skills required for a healthy dialogue
- Understand the differentiation between a coach and a mentor
- Learn and use the different methods to act as a coach and mentor
- Understand when to act as a coach and when to act as a mentor
- Keep their team motivated

TRAINING METHODOLOGY

We, offer a highly interactive presentation. This is accompanied by several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions. You get an opportunity to exchange your ideas with other industry participants as well.





ORGANISATIONAL BENEFITS

By deciding to undertake this course, the organization will benefit in the following ways:

- Higher productivity
- Improvement in retention rate
- Better Inter-personal relationships
- Improved culture
- Improved morale

PERSONAL BENEFITS

Managers will get the following Personal Benefits from this course:

- Build on their emotional competence
- Better Inter-personal relations with the team
- Develop their coaching and mentoring skills
- Healthy dialogues during review discussions
- Team Retention
- Higher Team Productivity

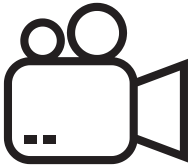




WHO IS THIS PROGRAMME FOR?

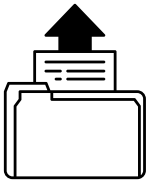
- CHRO, HR Team
- Senior Management Team, Line Managers
- Heads of the Departments
- Existing Managers, Supervisors
- Those who wish to manage the team in the future
- Anyone whose role includes conducting appraisals

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**



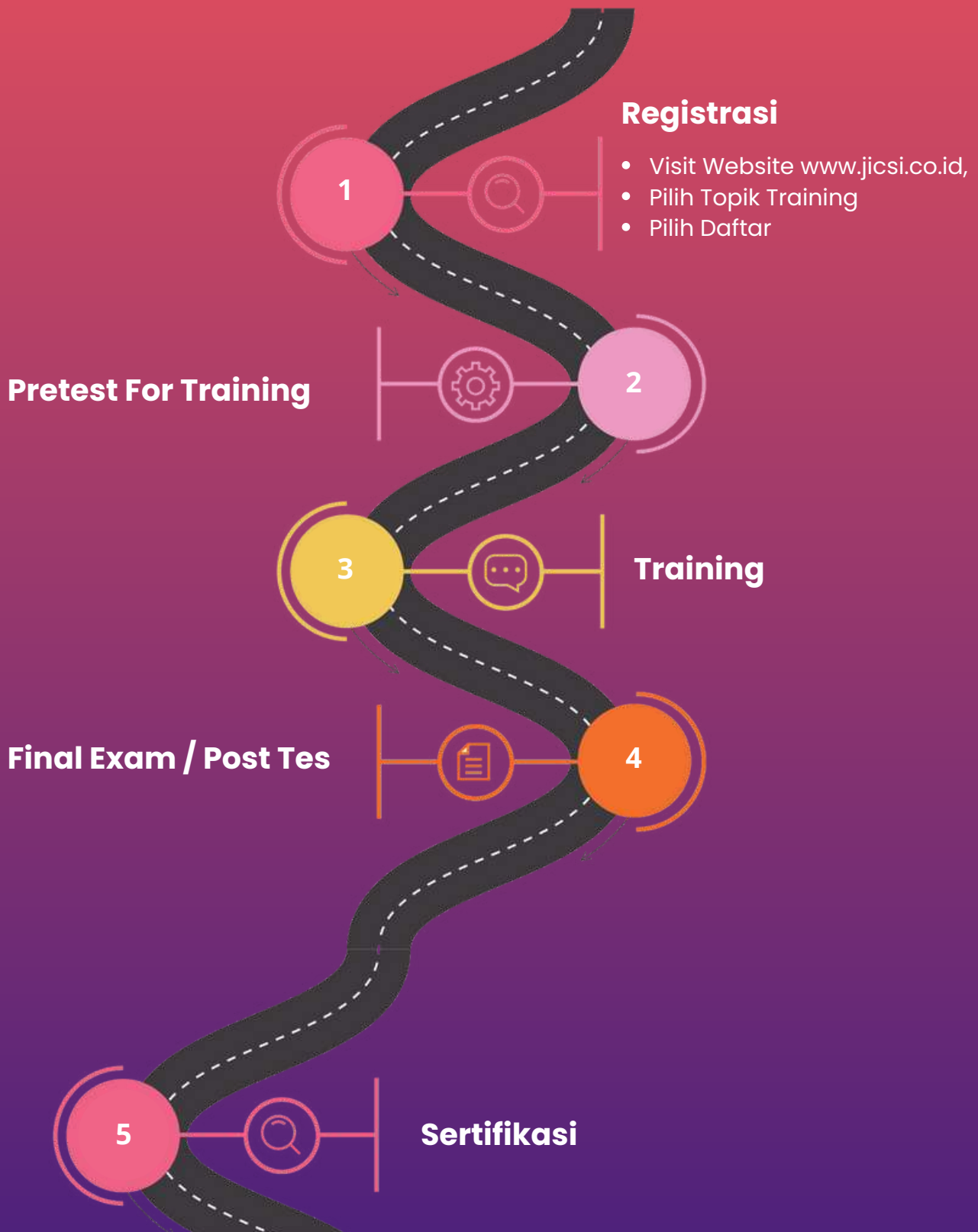
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : INTRODUCTION

Module 2 : BUILDING SKILLS FOR CONDUCTING EFFECTIVE DIALOGUES
WITH THE TEAM

Module 3 : TRANSACTIONAL ANALYSIS (TA)

Module 4 : LEADERSHIP SKILLS ACCORDING TO SITUATION

Module 5 : COACHING AND MENTORING

Module 6 : FOLLOW-UP



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.





**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**

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