



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Personal Leadership Development Training Course

OVERVIEW



What is Personal Leadership? Personal leadership is the ability to take responsibility for all facets of your life and leading it in the direction that is best for you. In other words, personal leadership can be used to develop and improve your well-being since it makes you organised, accountable and live your life the way you choose to.

How do you develop a Personal Leadership Style? While personal leadership develops from the inside out, its effects and outcomes are felt not only by you and your family but also by others in your community and workplace. For example, Abraham Lincoln started his political career using his incredible communication skills, including his wit and intelligence, to criticize his political opponents so much so that he even reduced one politician to tears in a debate.

While effective and successful, Lincoln became uncomfortable with the tone of his campaigning. Over time, he learned and practised using his personal leadership skills, including self-discipline, to channel his language mastery for the good of the American people. This empowered him to be an effective leader (to say the least) and one of the best communicators America has ever seen.



Course Objectives

Upon completing this Personal Leadership Development Training Course, participants will be able to:

- Learn how to remain a consistent inspiration to their subordinates by cultivating high performance standards thus entrenching the organizational mission, vision and values in their respective organizations
- It will also encourage insight into maintaining personal responsibility for high ethical standards in your organization
- Discover how to assimilate personal leadership qualities, characteristics, attributes and traits into the organizational value system thus engendering the cultivation of a mutually consensual employee-driven value systems into the organizational culture
- Learn and practice how to consistently and constructively sustain the development of personal leadership qualities in all employees in the organization thus ensuring delivery on your organization's primary objectives
- Recognise how to spot and avoid common errors when reviewing existing personal leadership development initiatives in your organization
- Acquire an understanding of the principles, procedure and protocol pertaining to the implementation of Personal Leadership Development methodology including its potential and impact
- Display knowledge and understanding of the main sources of Personal Leadership Development methodology and how it is used to streamline organizational efficiency and simultaneously optimize value extraction
- Identify and critically evaluate the main weaknesses of procedure and protocol pertaining to current Personal Leadership Development methodology in your organization
- Understand the practical impact of applying Personal Leadership Development principles in your organization
- Understand the roles, functions and responsibilities of various actors, organizations, and institutions in the Personal Leadership Development genre

TRAINING METHODOLOGY

This interactive Personal Leadership Development Training Course will comprise the following training methods:

- Presentation
- Assignments
- Case Studies & Functional Exercises
- Questionnaires





ORGANISATIONAL BENEFITS

Companies who nominate their employees to participate in this Personal Leadership Development Training Course can benefit in the following ways:

- Benefit from enhancing your personal development and leadership qualities in as far as it bears applicability to retention of consistent organizational synergy for your organization
- Learn how to integrate mutually consensual employee driven values into the organizational culture to facilitate the attainment of your organization's core purpose, values, mission and vision
- Focus and direct your efforts on cultivating and entrenching personal leadership traits and characteristics in all components of your organization
- Improve productivity by ensuring the retention of personal leadership attributes and values so that employees appreciate honesty and transparency in decision making
- Achieve improved synergy in the organization thus elevating employee morale and increasing productivity
- Critically conduct a gap analysis and performance audit of your organizational capacity to detect the path to attaining personal leadership responsibility taken by all employees within the organization

PERSONAL BENEFITS

Individuals who participate in this Personal Leadership Development Training Course will learn self-perception, self-control and the ability to enhance their self-concept thus enhancing their self-image. This trait can be cascaded to all levels of the organization enhancing the integration of value-driven delivery strategies into an organizational value roadmap. This Personal Leadership Development Training Course will benefit you in the following ways:

- Improve your performance through higher efficiency and greater worker productivity by being aware of the implications and extracted sustainable value emanating from effective compliance with expounded personal leadership principles
- Engage in constructive discussions pertaining to the topic thus resulting in improved organizational capacity and overall communication
- Contextualize and assimilate a practical understanding of the impact of personal leadership principles on your organization
- Display knowledge and understanding of the main principles pertaining to Personal Leadership Development
- Understand the roles, functions and responsibilities of various actors, organizations, and institutions in the implementation of Personal Leadership Development
- Identify and critically evaluate the main weaknesses of existing Personal Leadership Development processes and procedures within your organization
- Get an opportunity to work through hands-on role-plays and case studies in detail to gain the skills needed to effectively utilize Personal Leadership Development processes and procedures in your organization



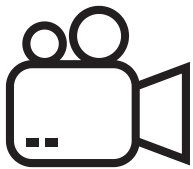


WHO IS THIS PROGRAMME FOR?

This Personal Leadership Development Training Course, would be best suited for:

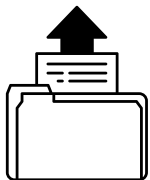
- CEO's
- All individuals whose responsibilities include strategic oversight and organizational leadership for the improvement of broader organizational strategic objectives

PROGRAMME HIGHLIGHTS

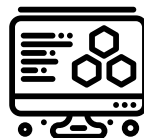


+60

**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 : SELF-DISCIPLINE

Module 2 : VISION

Module 3 : SPIRITUALITY

Module 4 : INTEGRITY

Module 5 : HONESTY

Module 6 : KINDNESS

Module 7 : TRANSPARENCY

Module 8 : LEGACY BUILDING



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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