



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Recruitment Skills

OVERVIEW



What is Recruitment?
Recruitment is a critical element in the accomplishment of any business. Recruitment is a process of locating and hiring the right people in the organization. An organization is defined by the employees in it, so guaranteeing employing the right staff at the right time is crucial for success.

The recruiter's job is to attract, select, and appoint competent candidate. Recruiters are the first line of contact to the potential candidates, evaluating the qualities and building the relationship with the candidate throughout the recruitment process is the recruiter's responsibility.

Why are recruitment skills important? A rapid and efficient recruitment process reduces cost and enhances the organization's reputation. Recruitment skills ensure that the top talent is identified, engaged and hired. The people responsible for recruiting must be dedicated to ensuring they abide by regulation and best practice to avoid any potential mortification or inflated legal process/ action.



COURSE OBJECTIVES

By the end of the Recruitment Skills Training Course, the participants of this course will be able to:

- Understand what recruitment is and its importance
- Identify the tools and methods used for recruitment
- Define the basic and advanced techniques of recruitment
- Differentiate between recruitment and selection
- Understand the theories of delivering an effective, fair and healthy recruitment drive
- Characterize best practice and the legislature enveloping recruitment
- Assertively make unbiased recruitment decisions
- Effectively recruit, evaluate, stream and position the candidates
- Describe and explore the options available when running a recruitment campaign
- Deliver fair and effective interview process
- Develop an approach appealing to the candidate and displaying the organisation in a good light
- Establish the importance of the process while identifying the excellent form of assessment methods for different roles

TRAINING METHODOLOGY

This Recruitment Skills Training Course is designed for HR professionals aspiring to take the recruitment experience to the next level. The session is facilitated using real-life workplace cases, activities and roleplays, and video analysis. The competitive edge lies in the interaction with HR professionals from different industries and organizations enhancing exposure.

We design training programs with the focus on successful implementation, participants get a chance to plan-do-check-act their solutions and ideas. There is real-time feedback which enables participants to think beyond limited perspective.





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in Recruitment Skills Training Course will be as below:

- The organization would have a strong and effective talent pool
- Successfully attract more business by hiring top talent in the market
- The organization would have the process of expanding the network and attracting passive candidates
- Effectively design the strategy to identify critical skills in the candidate while interviewing
- The organization would establish best practices of interview management, including how to prepare candidates before an interview and how to debrief them afterwards
- The organization would have an abundant and appealing approach for recruiting
- The organization would have advanced technical means to attract a competent candidate

PERSONAL BENEFITS

Participants who enroll in this Recruitment Skills Training Course will benefit in the following ways:

- Learn to establish the professional image of the organization one wishes to work with
- Understand and use the protocol and best exercise making the recruitment process fair, strong, and suitable for hiring competent candidates
- Participants would be able to display team spirit by hiring a like-minded yet diverse workforce
- Learn rational evaluation and selection process to identify the finest candidates
- Participants would conduct effective interviews by asking improved behavioural and situational questions
- Participants would be able to write an effective job description
- Learn to give and receive positive feedback to employees and management
- Participants would be able to explore a variety of job portals/sources from the candidates and management
- Learn to build a strong social media network
- Participants would learn the skills of anticipating future needs of the organization



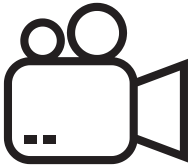


WHO IS THIS PROGRAMME FOR?

Professionals in the HR space who are driven to take on the challenging role and targets associated with recruitment. Passionate HR or functional professionals who love to network and collaborate in high performing organizations that are constantly on the lookout for highly competent employees.

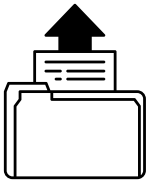


PROGRAMME HIGHLIGHTS



+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**



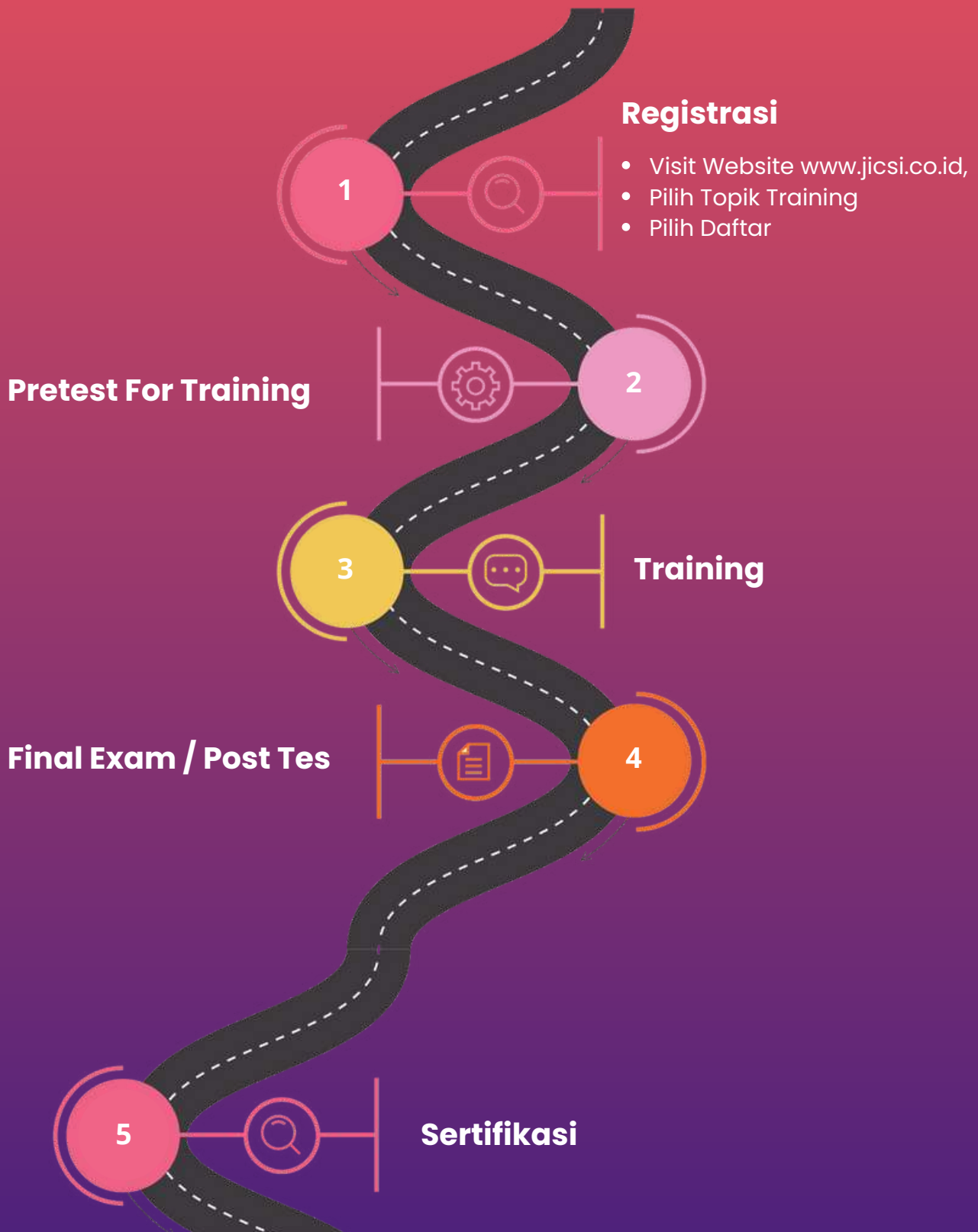
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Basics of Recruitment

Module 2 : Methods of Recruitment

Module 3 : Steps of Recruitment

Module 4 : Recruitment Strategies to Improve Hiring Process

Module 5 : Basic/ Soft Recruitment Skills

Module 6 : Advanced / Hard Recruitment Skills

Module 7 : Experimentation Recruitment Skillsof HRBP

Module 8: Becoming a Successful Recruiter

Module 9 : Cost Evaluation and Control

Module 10: FAQ's, Roleplays, Case studies and Discussions



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

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

