



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Retirement Planning for Public and Civil Service

OVERVIEW



What is Retirement Planning? A process of setting income goals for and after retirement and the essential measures and decisions to be taken. Retirement planning involves identifying the source of income, estimating expenditure, executing the saving plan, and managing of risks and assets.

How do I create a retirement plan? Retirement planning implies to saving and managing finances strategically, investment, and in the long run the allocation of money to support through retirement. It is a lifelong process. One can start planning for retirement at any time, however, it best suits to start from the beginning.

It considers not only assets and take-home pay but also future expenditures, responsibilities, and life expectations. It helps envisage the future when remunerated employment ends, be it lifestyle choices, the decision about where to live, when to quit working completely without hampering living, and depending on others for meeting ends.

When should you start planning for retirement? Retirement can be both exciting and exhausting, creating new challenges, experiences, and uncertainties. It is important to take necessary decisions during one's active working life. It's about how far and clear can you see? And stick to a plan that makes living dignified and comfortable after retirement.



COURSE OBJECTIVES

By the end of the 'Certificate in Retirement Planning for Public and Civil Service Training Course', the participants of this course will be able to:

- Define what is meant by Retirement?
- Explain the importance of planning retirement
- Understand the need for adjusting with the changes after retirement
- Plan to cope with the limited access to money and more time in hand
- Strategically plan for retirement
- Plan a well-balanced and rewarding future, removing uncertainty
- Mindfully assess finances- income, savings, and investments
- Gain insight to the key factors of retirement
- Envision life after retirement- opportunities for voluntary and paid work
- Prepare for professional transition and discover leisure activities and interests
- Plan sensible and optimistic approach to the opportunities offered by retirement
- Learn to deal with a psychological and social gap after retirement
- Cultivate a constructive view of the future
- Vision and skill to develop a pro-active approach to the continued well-being

TRAINING METHODOLOGY

Designed the Retirement Planning for Public and Civil Service Training Course for individuals of any age group who look forward to spending a quality life after retirement without degrading the standards. Right tools and instruments, and thought process is introduced for proactive and thoughtful planning.

This course is highly customizable. We collaborate with financial and retirement planning experts to help plan the right solutions for individuals. Career guidance for post-retirement employment opportunities can be provided (on demand)





ORGANISATIONAL BENEFITS

Organisational Benefits of employees who participate in 'Certificate in Retirement Planning for Public and Civil Service Training Course' will be as below:

- Adopt culpability and liability for retirement plan
- Profile next scheme for employees to be able to retire with a strong financial structure
- Amend and improve existing retirement scheme
- Develop skills to plan retirement effectively
- Distinguish and register obstacles to retirement planning
- Identify disputes and approaches for retirement planning
- Develop a financial retirement planning model
- Consider spiritual, physical, intellectual, emotional, social & financial needs for holistic coverage
- Make decisions to invest, insure and allocate employees wealth to accomplish financial well-being
- Establish fulfilling retirement lifestyle plans
- Devise effective financial retirement planning model
- Design pension schemes, modifications, and repercussions
- Overcome challenges and strategies of retirement planning
- Enhance employee morale and engagement
- Retain and motivate valuable employees

PERSONAL BENEFITS

Participants who enroll in this 'Certificate in Retirement Planning for Public and Civil Service Training Course' will benefit in the following ways:

- Understand and appreciate the steps of an effective retirement income plan
- Achieve harmony before and after retirement
- Plan to diminish stress throughout retirement and the years ahead
- Optimize retirement to be alike pre-retirement
- Achieve a financially abundant future
- Grow distinct strategies for effective retirement planning
- Plan your career and general finances efficiently
- Develop cost-effective plans without impacting current lifestyle goals
- Design retirement, income tax and legacy plans
- Ascertain appropriate retirement income strategy
- Calculate income tax, estate matters, retirement risks, and other threats to an effective retirement income plan
- Integrate automated tools for managing risks and plan effective retirement income plan



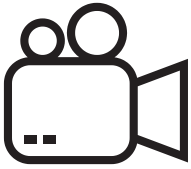


WHO IS THIS PROGRAMME FOR?

Professionals from all industries and walks of life (This program is not restricted to any industry, function and age group)

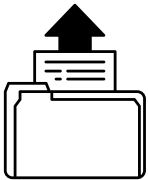


PROGRAMME HIGHLIGHTS



+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**



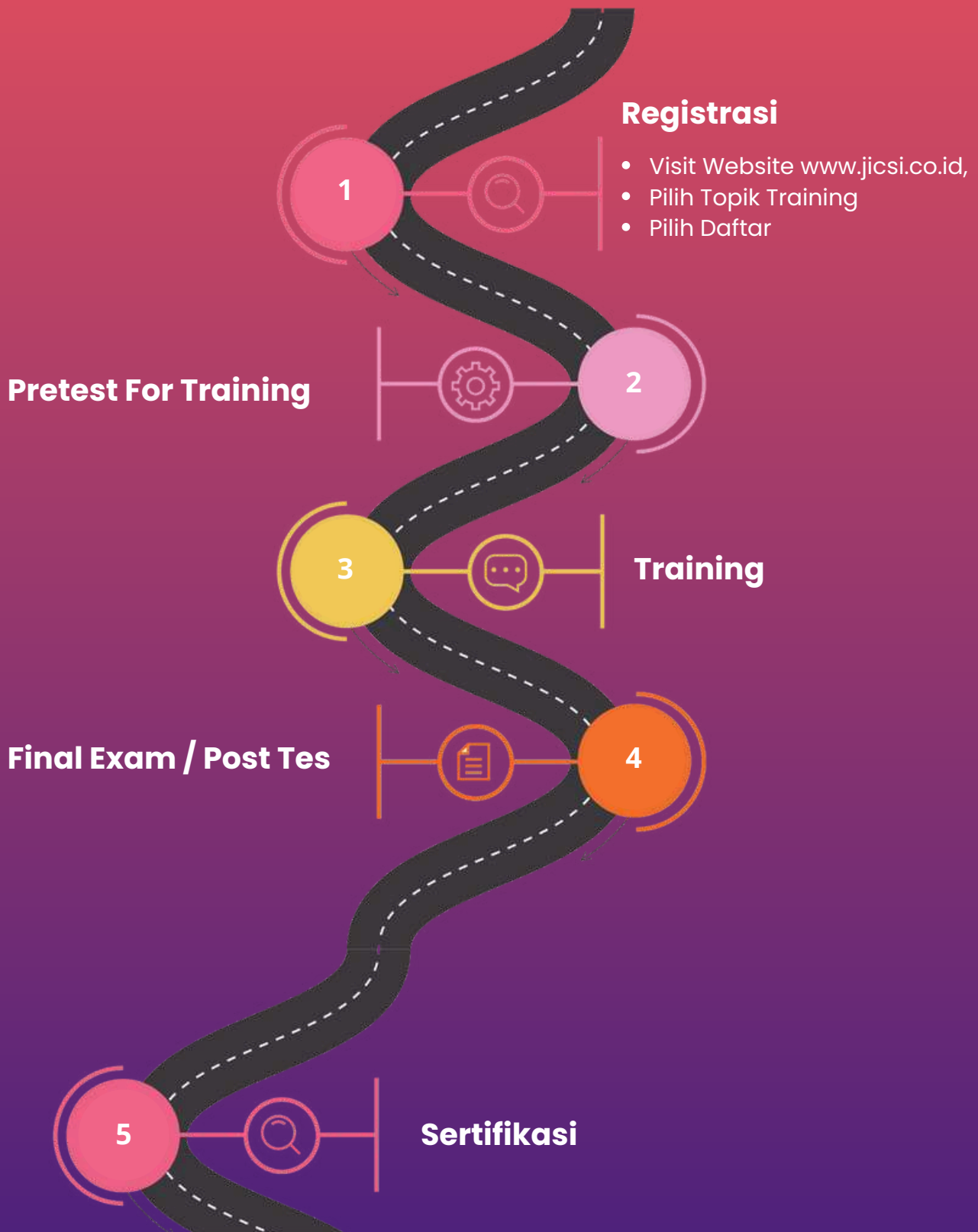
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Basics of Planning Retirement

Module 2 : Retirement Planning

Module 3 : Planning for lifestyle changes and career transition

Module 4 : Retirement Planning Process

Module 5 : Stages of Retirement

Module 6 : Government and Employer Retirement Plan

Module 7 : Financial Planning and Options for Retirement

Module 8: Life after Retirement

Module 9 : Thinking Beyond Funds and Bonds

Module 10: Opportunities for Retirees

Module 11 : Employment Stability and Career Development

Module 12 :FAQ's, 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. 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.

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

