



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Skills for Front Line Manager Training

OVERVIEW



The frontline managers are one of the closest to the business and the employees simultaneously. The majority of their time is spent with their teams as they are responsible for the overall performance by the team members which might include activities like sales, customer service, finance etc.

Their team's performance will eventually improve or deteriorate the organization's overall performance so frontline managers are one of the most important pillars of any organization.

The major skills a frontline manager needs are communication, understanding, cooperation, creativity, active listening, effective decision making, delegation and ability to motivate others. If you want to be a manager in future or if you are already a manager and want to improve yourself, you will be able to take your managerial skills to the next level through this course.

How will this "Front Line Manager Training Program" help you in becoming a better leader? In order to be an effective leader in your organization, you should be completely aware of your responsibilities and you must know your team very well.

This Frontline Manager Training Program provides you with the skills to understand your team members and you will be able to know your leadership style through various techniques and activities. Not only you will be a great communicator after this course but also you will be able to resolve the conflicts effectively.

This training course will empower you with all the skills that you need as a manager. You will be taking some lifelong lessons with you through this training which will help you in becoming a great mentor for your team members.

During this journey, you will be going through some famous theories, techniques, lectures and activities which will focus purely on making you one of the best frontline managers in your organization.



Course Objectives

Upon completing this Frontline Manager Training Program successfully, participants will be able to:

- Define real leadership and management in the organization
- Understand the importance of self-development to be a manager
- Learn the techniques to manage others, yourself, and your work environment
- Understand the significance of interpersonal skills in good leadership
- Apply the theories and techniques effectively to improve your leadership
- Motivate yourself and your team
- Communicate with your team effectively and will be open to receiving feedback from your team

TRAINING METHODOLOGY

This Frontline Manager Training Program will comprise the following training methods:

- Lectures
- Seminars
- Presentations
- Activities
- Group Discussions
- Assignments
- Theories
- Case Studies





ORGANISATIONAL BENEFITS

Companies who nominate their employees to participate in this Frontline Manager Training Program can benefit in the following ways:

- Less conflict among team members as a result of improved leadership skills
- Better communication in the organization by giving and receiving regular feedback
- Improved productivity due to enhanced self-awareness and better leadership
- Healthy team working and collaboration among team members will lead to better performance
- Performance appraisals can be addressed directly rather than in an indirect or biased manner

PERSONAL BENEFITS

Individuals who participate in this Frontline Manager Training Program can gain from it in the following ways:

- Gain a clear idea of your leadership style through enhanced self-awareness techniques
- Understand your team members and motivate them to perform better
- Learn to effectively give and receive feedback
- Improve your communication skills to resolve conflicts among your team members and handle difficult conversations
- Create a customised self-development plan to ensure your growth as a frontline manager
- Apply the knowledge and skills you learn, to develop your team's performance and wellbeing, resulting in the overall growth of your organisation



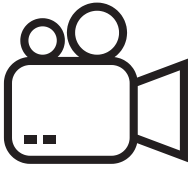


WHO IS THIS PROGRAMME FOR?

This Frontline Manager Training Program would be suitable for:

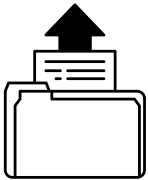
- Current leaders
- Management professionals
- Frontline managers
- Team leaders
- Supervisors
- Line managers
- All aspiring leaders in any field

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**



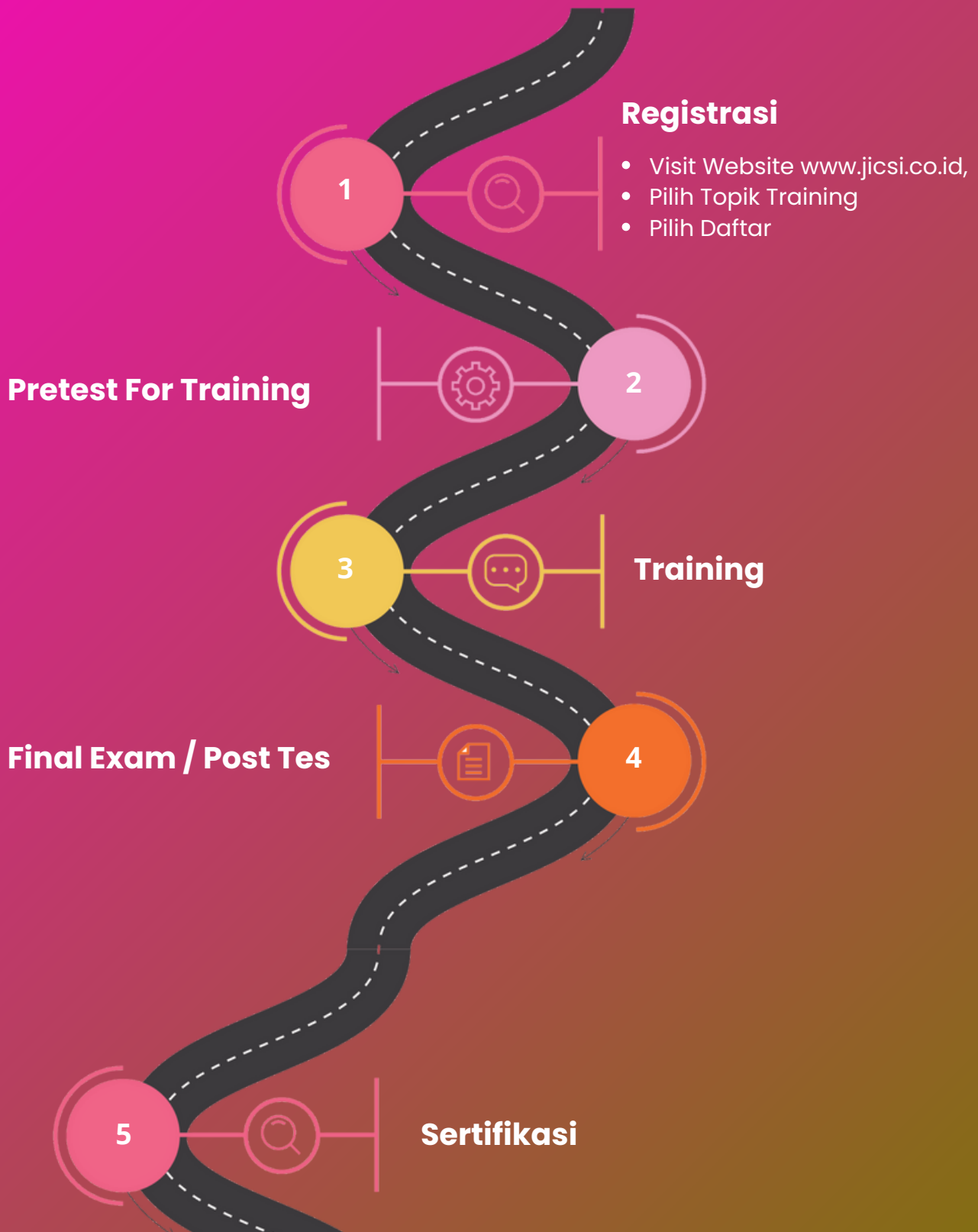
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : INTRODUCTION TO MANAGEMENT SKILLS

Module 2 : PEOPLE MANAGEMENT IN ORGANIZATION

Module 3 : TEAM FORMATION AND RESPONSIBILTIES

Module 4 : THE POWER OF MOTIVATION

Module 5 : EFFECTIVE COMMUNICATION SKILLS

Module 6 : CONFLICT RESOLUTION

Module 7 : ART OF GIVING FEEDBACK

Module 8 : PERFORMANCE MANAGEMENT

Module 9 : PERFORMANCE APPRAISAL MANAGEMENT



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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