



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Strategic Human Capital Management Training Course

OVERVIEW



The face of business has changed globally with the constantly changing economy, the rapid advancement in technology, the change in the political scenario, the change in social norms and, also the change in the mindset of the people.

In an environment, such as this, it became important for the businesses to look at their Human Resource function from a more strategic perspective. The HR function, which earlier held the role of a support function, now has taken on an important role in the board rooms throughout the world.

The change in the scale has led to the HR incorporating interventions that influence the organization's capability, performance, and productivity. Now, the Human Resource managers are on the lookout of finding ways to create sustainable competitive advantage through several employee engagement activities.

With this perspective, we are pleased to offer this course, which will provide all its participants with the opportunities to excel in their role as Human Resource professionals.

This course on Strategic Human Capital Management will empower Human Resource professionals to drive business growth.

This will also help you to respond effectively, create competitive advantage, address the challenges and the dynamism of your respective businesses timely, thus, ensuring the success of your organization's blueprint.



COURSE OBJECTIVES

By the end of this Strategic Human Capital Management Training program the participants will be able to:

- Appreciate the significance of human resource management as a strategic function in the organization
- Develop Capability to understand the strategic HR issues in companies
- Enable the participants to make more appropriate choices in the dynamic business environment
- Create sources of sustainable advantage in the organization through strategic human resource interventions
- Draft an HR Strategy and creating an HR budget
- Outline the Key Performance Indicators for all the services offered by the HR department
- Quantify, Assess and Determine the formulae for calculating employee engagement, employee satisfaction and morale
- Understand the life cycle of an employee in the company and, the role of the Performance Management System in employee retention
- Build an ethical organization

TRAINING METHODOLOGY

- We, follow a combination of theory and practical application of the concepts to meet your requirements.
- A highly interactive presentation will include simulation exercises, management games, paper-pencil exercises, activities, role plays, videos, real-life situations, case studies, and practice sessions.
- You will get a strong grip on the strategic knowledge of this function and a practical understanding to better adapt and, apply to your organization.





ORGANISATIONAL BENEFITS

The corporates and the business units will benefit in the following ways:

- Increase productivity by linking of the HR policy and practices with the strategic aims of the organization
- Alignment of HR goals to the departmental and organizational goals – the strategic vision and mission of the company to become a market leader
- Develop a comprehensive performance management system and build a performance-oriented culture to address challenges in employee turnover, attrition, and others
- Make other departments and the organization stronger and more effective
- Enhancement of employee engagement and motivation
- Build an ethical organization

PERSONAL BENEFITS

The Personal Benefits for the attendees of the program will be:

- Develop an understanding of the strategic management process in HR
- Build and enhance the competency of self to conduct analysis using various tools and frameworks to make strategic decisions in the organization
- Understand how to assess, identify, and implement an appropriate growth strategy
- Develop your leadership skills, an ability to interpret data, solve problems and drive innovation in the business
- Grow a strategic mindset to diagnose problems and make practical recommendations
- Become a Talent advocate, change leader, and people's person



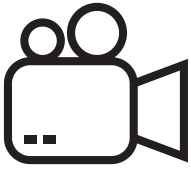


WHO IS THIS PROGRAMME FOR?

This program should be attended by:

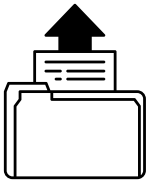
- CEOs
- HR Heads
- HR Managers
- Senior professionals (involved in Strategic planning and implementation)
- HR Specialists
- HR Team Leaders
- HR Business partners
- Line Managers

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**



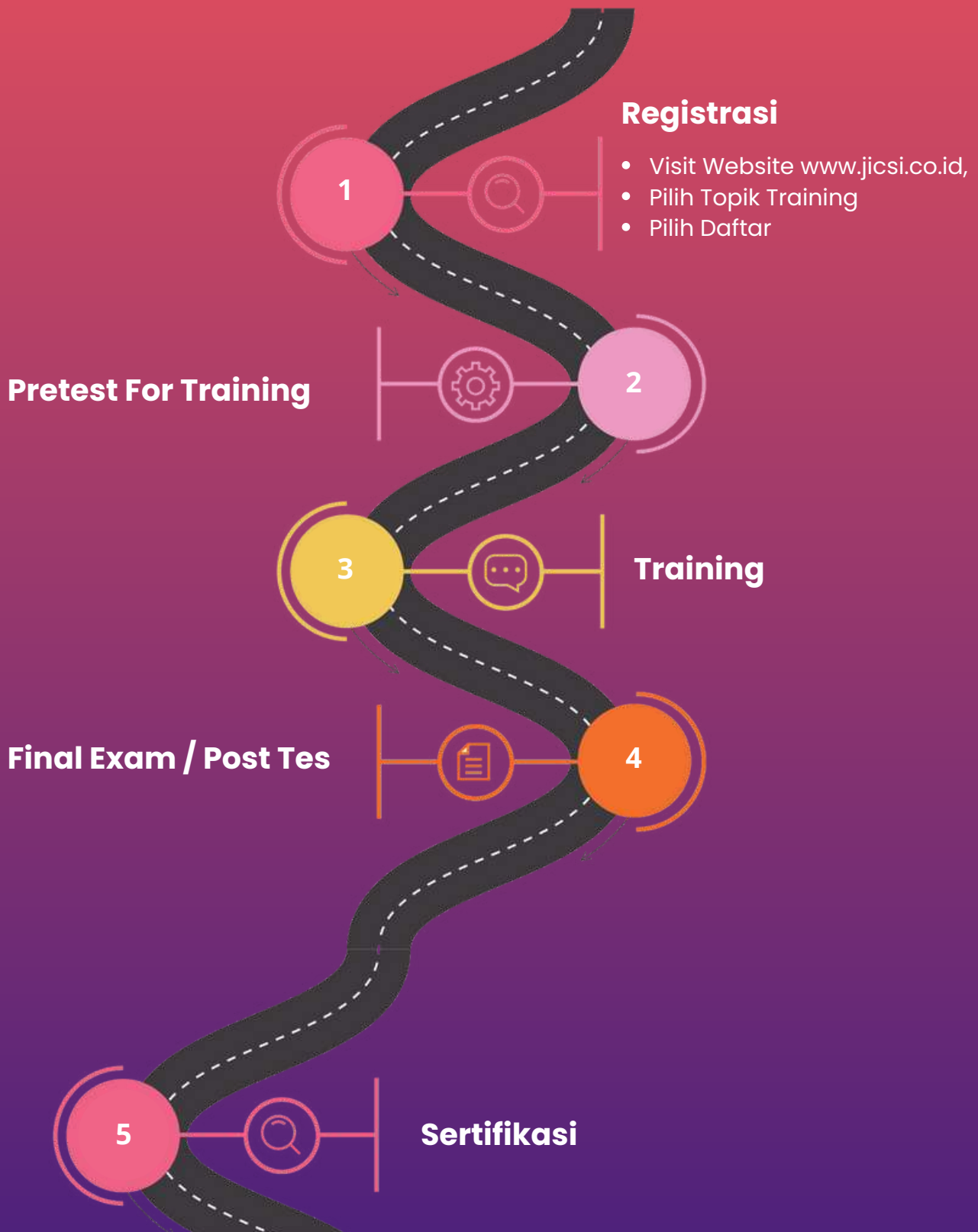
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : INTRODUCTION, CONTEXT, KEY TERMS

Module 2 : STRATEGIC HR MANAGEMENT

Module 3 : HR VISION AND MISSION

Module 4 : QUANTIFYING AND MEASURING HUMAN RESOURCES

Module 5 : EMPLOYEE RETENTION AND TURNOVER

Module 6 : MANAGING EMPLOYEE PERFORMANCE

Module 7 : HR BUDGETING AND SALARY PROJECTIONS

Module 8 : DIVERSITY ISSUES AND, BUILDING ETHICAL
ORGANISATIONS



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

