



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Strategic Recruiter and Talent Acquisition Training Program

OVERVIEW



Do you believe that effective recruitment will lead to growth in your ROI? Do you think that result-oriented recruiters would help you attract the right and competent talent for your business?

Attracting the right and competent talent is one of the challenges faced by almost all companies. This makes it mandatory for organizations to hire professionally qualified and target-driven recruiters with enough experience, maturity, and competence.

Today's new age recruiters need to have a completely different skill set with the rapid advancement in technology. The new age recruiter needs to hone their ability to influence the potential candidates and build a strategy around hiring the right fit for the business.

This training will help the participants develop skills to become a result-oriented and professional recruiter. You will be coached with the practical strategies, best practices, tools, and techniques tailored to meet the challenges faced by recruiters to fill your positions timely.



COURSE OBJECTIVES

By the end of this 'Professional Recruiter Certification Program', you will be able to:

- Understand the importance of recruitment for business
- Understand the vision and mission of the organization to plan for fulfilling current and future requirements of the business units
- Understand the need for a more professional approach towards handling the entire life cycle of recruitment
- Creating a network for cost-effective hiring
- Learn to create a candidate pipeline
- Understand the costs associated with bad hiring
- Understand the step-by-step process of hiring
- Identify the competencies required for a role
- Conduct interviews from HR perspective
- Help increase the success rate of selecting the right candidates
- Help to reduce the probability of the new joiner leaving the organization after a short period
- Understand auditing for statutory and process compliance in the hiring process
- Understand how to increase the effectiveness of self and the organization
- Understand and evaluate the right sources and techniques for hiring
- Become brand-ambassadors of the business
- Understand the latest trends in recruitment
- Understand different interviewing techniques

TRAINING METHODOLOGY

We will share innovative, practical methods, and best practices of handling recruitment effectively and professionally. A highly interactive presentation will include group discussion, management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions.





ORGANISATIONAL BENEFITS

The benefits that the organization will get from this Professional Recruiter Certification Course are:

- Trained Professional Recruiters
- Having the right people in the organization for recruitment will give the confidence to get more and more business
- Increased ROI for the business unit
- Seamless execution of the projects with the right team of talented professionals in place
- Earn the faith of the existing and potential clients
- Increased motivation in the company
- Promotion of performance-oriented culture in the organization

PERSONAL BENEFITS

The Personal Benefits that the participants will get are:

- Improved productivity
- Become a partner to the business units of the organization
- Learn new age tools and techniques used in recruitment
- Learn best practices used by other corporates
- Hone your networking skills and use them for getting results faster for business
- Become brand ambassadors of the organization
- A more professional approach to hiring



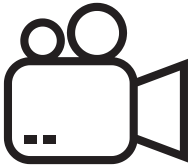


WHO IS THIS PROGRAMME FOR?

This Professional Recruiter Certification course is a must-attend for:

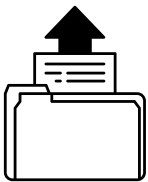
- CHRO
- HR Managers, HR Generalist
- HR Business Partners
- Assistant Manager-HR
- Associate Manager-HR
- Recruitment/ Talent Acquisition Analysts
- Technical/ Non- Technical Recruiters
- Team Leader-Recruitment
- Any person handling Recruitment
- Freshers who want to pursue recruitment as their career

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**



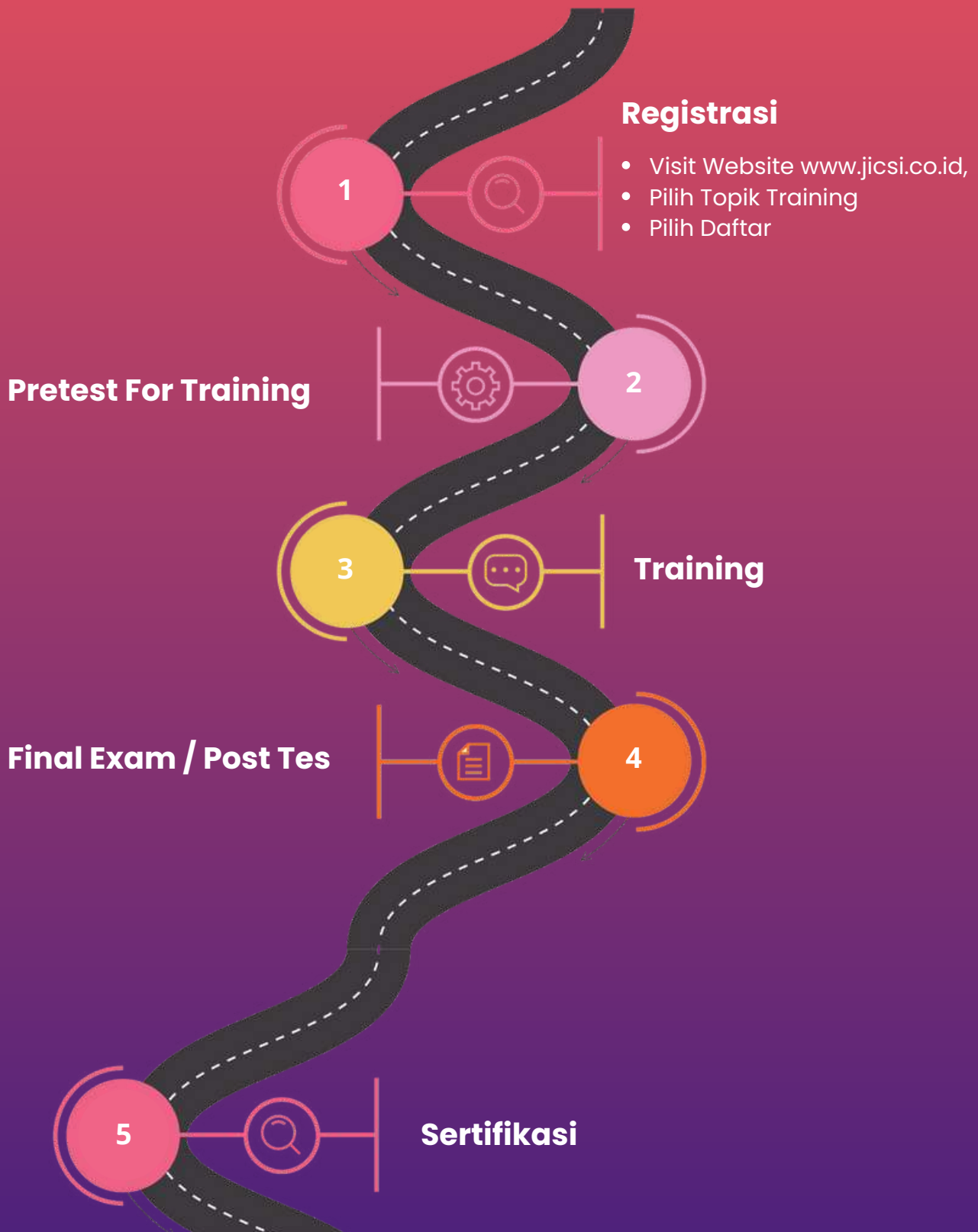
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : RECRUITMENT AND STRATEGY

Module 2 : PLANNING FOR RECRUITMENT

Module 3 : ANALYSIS OF THE REQUIREMENT

Module 4 : PROFILE SOURCING AND SHORTLISTING

Module 5 : INTERVIEWING TECHNIQUES AND JOINING

Module 6 : METRICS IN RECRUITMENT

Module 7 : BUILDING RAPPORT

Module 8: EMPLOYER BRANDING YOUR ORGANISATION THROUGH RECRUITMENT



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**

LOKASI

Kantor 1

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Citragran Cibubur

Kantor 2

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