



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Strategic Succession Planning Training Course

OVERVIEW



What is Strategic Succession Planning?
Strategic Succession Planning is a process for identifying and developing internal employees with the potential to assume key business leadership positions in the company.

Succession Planning in a further formal definition is the process of identifying one or more successors for critical positions and preparing them for expanded organizational responsibilities through job assignments and other developmental activities.

Why Strategic Succession Planning?
Succession Planning increases the availability of experienced and capable employees that are prepared to assume strategic & leadership roles as they become available.

The success of every world-class organization can be traced back to a visible or invisible leader who possessed world-class leadership qualities. But we can't completely rely on a single leader.

The organization should have a pool of leaders who can take larger responsibilities and roles as and when it becomes available. The foundation for coping successfully with last-minute hiring surprises is Succession Planning.

Organizational survival in a globally competitive business environment depends in part on having identified and developed replacements/successors for business-critical positions. This is the essence of succession planning.

This Strategic Succession Planning course by ZOE Talent Solutions will provide you deep knowledge about various key aspects of Succession Planning so that you can design, develop & execute holistic Succession Planning process to create a wider pool of future leaders across departments and levels.

These added skills & competencies will enable the HR department in helping organizations not only in surviving but also thriving in a globally competitive environment.



COURSE OBJECTIVES

By the end of the Strategic Succession Planning course, the participants of this course will be able to understand:

- Basics of Succession Planning
- Importance of holistic succession planning process
- Prerequisites of Success Planning
- Approach to Succession Planning & Management
- Choosing internal vs external successors
- Key aspects of an effective Succession Planning & Management System
- Continuum of Succession Processes
- Succession Planning in family-owned businesses
- Obstacles to the effective succession management process
- Mistakes to avoid in Succession Planning process
- Measuring the effectiveness of Success Planning intervention

TRAINING METHODOLOGY

We use a variety of proven adult learning methodologies for enhancing participants overall learning experience. This program will be experiential and interactive. The tools and methodology used for learning will include presentations, individual and team activities, case studies, audio-video clips & knowledge reinforcement evaluation tests (MCQs/Quiz).





ORGANISATIONAL BENEFITS

The organization will reap the following benefits by taking this course for its employees:

- Holistic succession planning ensures business continuity after a company's most critical people move on to explore new career opportunities, retire, or pass away
- Opportunity for career advancement and possibly ownership will lead to more empowerment and higher job satisfaction among employees
- Ability to anticipate and respond faster to the dynamic business environment & customer needs to maintain a competitive advantage
- Ability to attract top talent for business-critical roles
- Availability of a larger pool of talented resources across levels & departments who can take leadership positions as and when required
- With succession planning, leadership and employees work towards shared vision, mission & values
- Competent & Skill full Workforce which ensures business profits
- Culture of continuous learning and development
- Increased rate of retention of business-critical talent
- Increased level of stakeholders delighted

PERSONAL BENEFITS

Participants who enroll in this Strategic Succession Planning Training Program will benefit in the following ways:

- Gain expertise to help organizations in strengthening 'Leadership Bench Strength'
- Understand the basics and importance of Strategic Succession Planning
- Equipped with required knowledge and skills to design, develop & execute well-defined Strategic Succession Planning approach/framework
- Understand key aspects of an effective Succession Planning & Management System
- Key characteristics of Succession Management process
- Understand the Continuum of Succession Processes
- Know Succession Planning in family-owned businesses
- Comprehend the best practices of Succession Planning
- Recognize & overcome obstacles to Succession Planning process
- Implement an organization-specific Succession Planning approach
- Improved job satisfaction and sense of achievement
- Learn a holistic approach towards talent development
- Learn key Talent Retention & Engagement Strategies



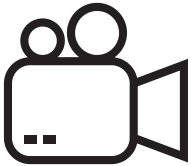


WHO IS THIS PROGRAMME FOR?

We recommends this course for:

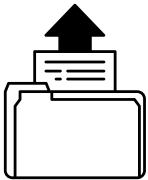
- HR Business Partners
- HR Generalists
- Human Resources Managers
- HR Leaders
- Talent Management Professionals
- Organization Development(OD) Professionals
- Learning and Development(L & D) Professionals
- HR Consultants
- CEO's
- Line Managers
- Organizational Leaders across industry
- Management Students

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**



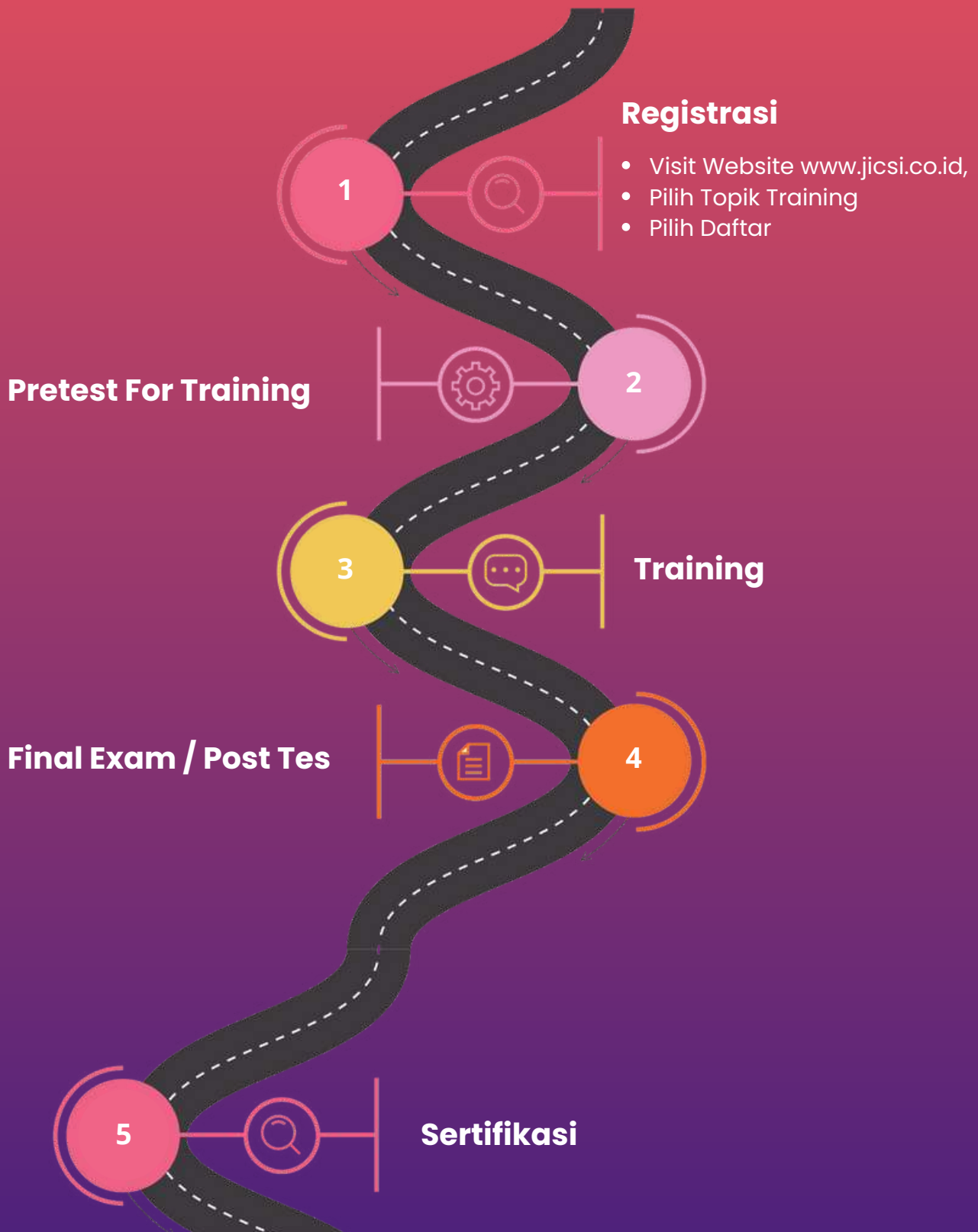
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Basics of Succession Planning

Module 2 : Key characteristics/framework of Succession Management process

Module 3 : Key Steps in Succession Planning

Module 4 : Selecting High Potential Candidates

Module 5 : Various Learning & Development Strategies

Module 6 : Succession Planning in family-owned businesses

Module 7 : Obstacles to the Succession Planning process

Module 8 : Talent Retention Strategies in Succession Planning Process

Module 9 : Key pointers to consider in Succession Planning Process

Module 10: Succession Planning case studies

Module 11: Measuring the Effectiveness of Strategic Succession Planning Process



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

JI Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

JI 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

