



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Strategic Talent Management Certification Training Course

OVERVIEW



What is Strategic Talent Management? Strategic Talent Management is a set of integrated organizational HR processes designed to attract, develop, motivate and retain people talent in an organization.

Why Strategic Talent Management? The key purpose of Strategic Talent Management is to enable an organization to meet its ultimate business-critical goals and objectives. Effective & efficient management of people talent in the workplace is one area which is of utmost importance not only to HR professionals but also to business leaders.

Key elements of Strategic Talent Management includes Talent Acquisition, Onboarding, Performance Management &

Enhancement System, Employee Engagement, Talent Development, Talent Retention, Reward & Recognition, Succession Planning.

This Strategic Talent Management course by ZOE Talent Solutions will provide you with deep knowledge about various key aspects of Talent Management & its implementation which will give a competitive advantage to HR and an organization. This added expertise will enable the HR department in playing a strategic role in helping the organization achieve its ultimate business goals and objectives.



COURSE OBJECTIVES

By the end of the Strategic Talent Management Course, the participants of this course will be able to understand:

- Relationship between Strategic HR and Strategic Talent Management
- The framework of Strategic Talent Management
- Benefits of Strategic Talent Management
- Critical Components of Talent Management
- Talent Acquisition & Employer Branding
- Innovative Onboarding & Orientation Process
- Talent Performance Management & Enhancement System
- Talent Development
- Talent Retention Strategies
- Importance of Reward & Recognition in Talent Management
- Succession Planning & Succession Management
- Measuring the Effectiveness of Talent Management

TRAINING METHODOLOGY

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





ORGANISATIONAL BENEFITS

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

- Getting overall competitive advantage compared to other organizations
- Ability to attract top talent for business-critical roles
- Ability to implement holistic Onboarding process for new joiners to increase their engagement level
- Focus on Performance Enhancement and not just implementation of Performance Management System
- Availability of a larger pool of talented resources who can take leadership positions as and when required
- Competent & Skill full Workforce
- Culture of innovation & continuous learning and development
- Increased level of overall employee satisfaction
- Increased rate of retention of business-critical talent
- Increased level of stakeholders delighted

PERSONAL BENEFITS

Participants who enroll in this Strategic Talent Management Training Program will benefit in the following ways:

- Enables the prospective candidates to Ability to play a strategic role in the HR function and helping the organization in achieving its goals
- Equipped with required tools and techniques for better management of organizational talent pool
- Improved job satisfaction and sense of achievement
- Better chances of faster Career Progression within HR function/organization
- Expertise to help organizations in becoming 'Employer of Choice'
- Learn innovative and cost-effective ways of attracting top talent
- Learn ways and means for creating the organization's unique identity and 'Employer Value Proposition' in the job market
- Learn how to design 'Integrated Onboarding' system for increasing new joiners engagement level & chances of long-term service
- Learn ways and means to design appropriate Performance Management System which will help in continuously raising performance bar of employees and the entire organization
- Learn a holistic approach towards talent development
- Learn how to create a pool of potential candidates who can take key business leadership positions in the company through effective Succession Planning & Succession Management process
- Learn how to create and implement a Reward & Recognition framework



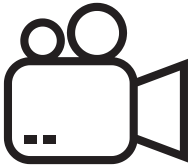


WHO IS THIS PROGRAMME FOR?

We recommends this course for:

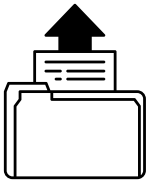
- HR Business Partners
- HR Generalists
- Human Resources Managers
- HR Leaders
- Talent Management Professionals
- Organization Development(OD) Professionals
- Learning and Development(L & D) Professionals
- HR Consultants
- CEO's
- Line Managers
- Organizational Leaders across industry
- Management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



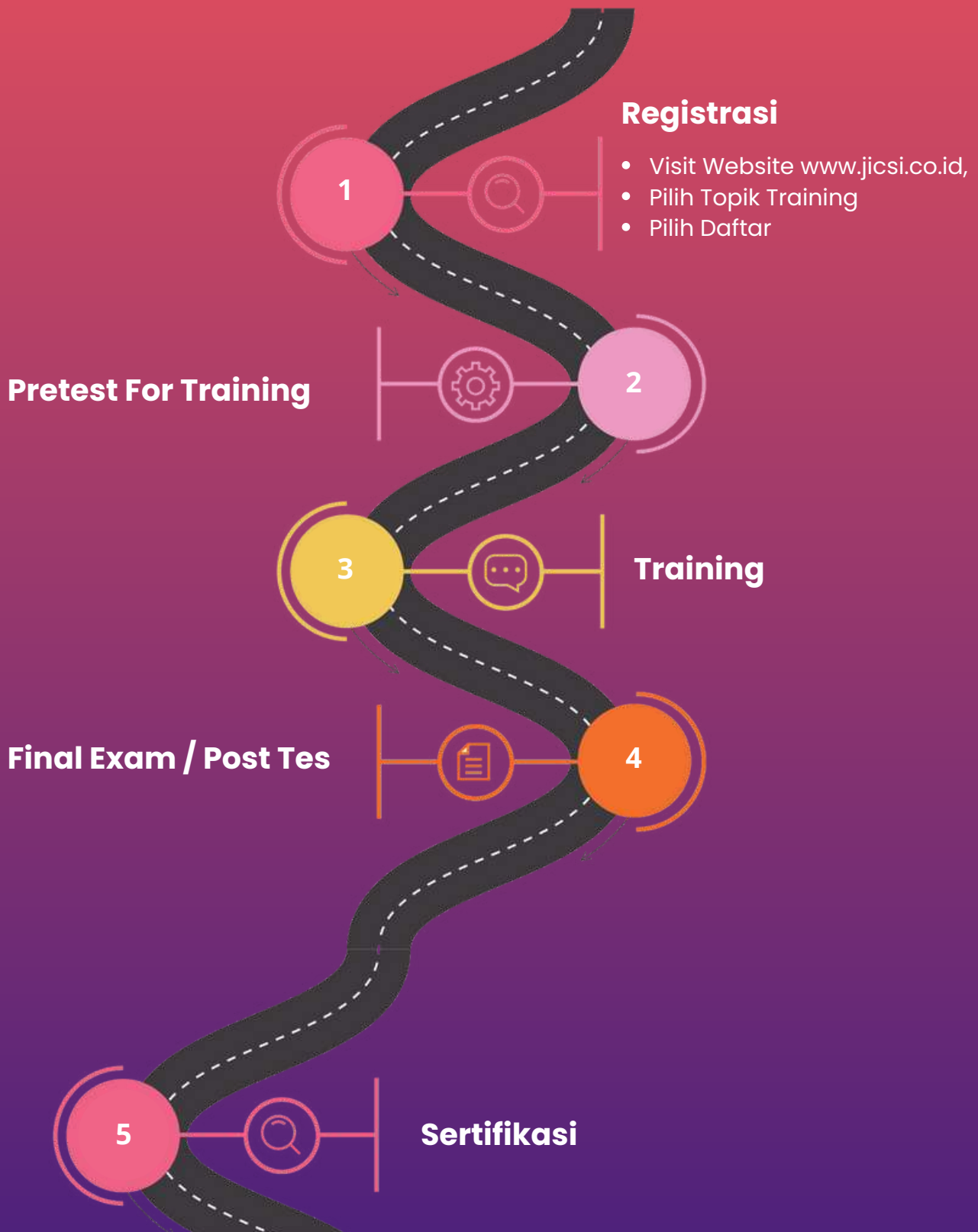
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Strategic Talent Management–Basics and Framework

Module 2 : Talent Acquisition and Employer Branding

Module 3 : Onboarding & Orientation Process

Module 4 : Talent Performance Management & Performance Enhancement System

Module 5 : Talent Development

Module 6 : Talent Retention Strategies

Module 7 : Importance of Reward & Recognition in Talent Management

Module 8 : Succession Planning & Succession Management Process

Module 9 : Measuring the Effectiveness of Talent 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.





**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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Citragran Cibubur

Kantor 2

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