



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Strategic Workforce Planning Training Course

OVERVIEW



What is Strategic workforce planning? Strategic workforce planning is self-explanatory. A process of strategic planning for the employees working in an organization. Designing a process for an organization to proactively anticipate current and future business needs and changing environment. The key reason for this type of planning is to ensure the organization is resourceful and is prepared to achieve the goals.

How does Strategic workforce planning benefit an organization? Strategic planning helps an organization predict its hiring needs for the near future and the long run, ensuring the organization has the best talent as and when required. Strategic planning takes care of unforeseen circumstances by developing contingency plans.

This Workforce Planning training course enables the organization to have a better chance of connecting, communicating, and helping its employees reach its goals and achieve their personal & professional goals as well. It is an opportunity for an organization at building a relationship with its employees that leads to rapid and consistent growth and more business opportunities.



COURSE OBJECTIVES

By the end of the Strategic Workforce Planning Training Course, the participants of this course will be able to:

- Define what is strategic workforce planning
- Explain the importance of strategic workforce planning and its benefits to the organization
- Learn and design a clear and concise plan to achieve the organizational goals and maintaining its everlasting success
- Acquire top talent in the market by utilizing the best innovative technologies
- Develop long-term strategies to meet the desired standards
- Build a proactive approach for hiring and training the employees as per the business need
- Adopt strategic planning to recognise and analyse skill gaps to bridge them by providing an appropriate solution
- The organization will have staffing stability around all its departments
- Construct the right approach to gain effective results and a higher return on investments
- Build a process of consistently evaluating employee performance and providing improvement plans
- Define and deploy best and improved Key Performance Indicators (KPI's)
- Successfully set a benchmark and leave the competitors behind, staying ahead always
- Plan cost-saving strategy, minimize risk and legal obligations

TRAINING METHODOLOGY

Designed this training program on the Strategic Workforce Planning Training Course for individuals in recruitment, leadership hiring role, management roles in any organization.

This workshop is an interactive and engaging session as participants from all cultures participate in this training program and share their own office experiences and challenges. Tailored modules can be arranged for organization specific learning requirements. This program schedule involves group





ORGANISATIONAL BENEFITS

Organizational Benefits of employees who participate in Strategic Workforce Planning Training Course will be as below:

- Participants would be able to strategically plan and gain access to attract the top talent with specialised skills in the market
- Align workforce requirements directly to the business needs
- Accelerate production, set a benchmark, and acquire the desired success
- Learn to lead the organization to successful operations by having the best policies for its employees
- The organization would be able to anticipate the changes the market holds for the future
- Have a plan to monitor employee performance and implement improvement program if need be
- The organization would have a proper system to identify and bridge the gap in the operational field
- Operate on action plans to achieve the target goal and improve employee morale
- The strategic plan would help take appropriate action in case of any difficult or unforeseen circumstance
- Having a plan enables the employees to make the most difficult decisions in an emergency
- Would be able to identify any kind of technical glitch and fix it with the best of its ability
- The organization would be able to retain the best talent in the market

PERSONAL BENEFITS

Participants who enroll in this Strategic Workforce Planning Training Course will benefit in the following ways:

- Have the right resources to generate the best results
- Strategic planning enables employees to make effective decisions
- Participants would learn to assess, identify the problems/ gaps and design solutions for it
- Learn to boost employee morale and help them improve the quality of work
- Would be able to design employee development plans
- Participants would learn to provide training and monitor progress
- Learn to build a healthy workplace relationship
- Provide a conducive environment for employee engagement thereby enhancing productivity
- Would be able to communicate the goals and target with employees
- Learn to create an advancement program and supply career growth to the employees
- Participants would be able to design and implement employee referral program thereby hiring best in the industry by engaging the right channel
- Learn to support the employees go up the ladder and create a successful career
- Implement succession planning and prepare internal talent pool for next-level roles
- Create a pipeline of leadership and other key roles so that organization is future-ready
- Poach and retain the best talent by offering the best benefits and growth opportunities



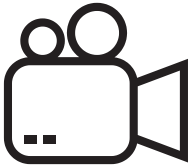


WHO IS THIS PROGRAMME FOR?

HR personnel, Functional Managers, Recruiters & Hiring Managers, OD consultants, Independent consultants, Strategy Coaches and Consultants

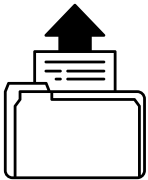


PROGRAMME HIGHLIGHTS



+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**



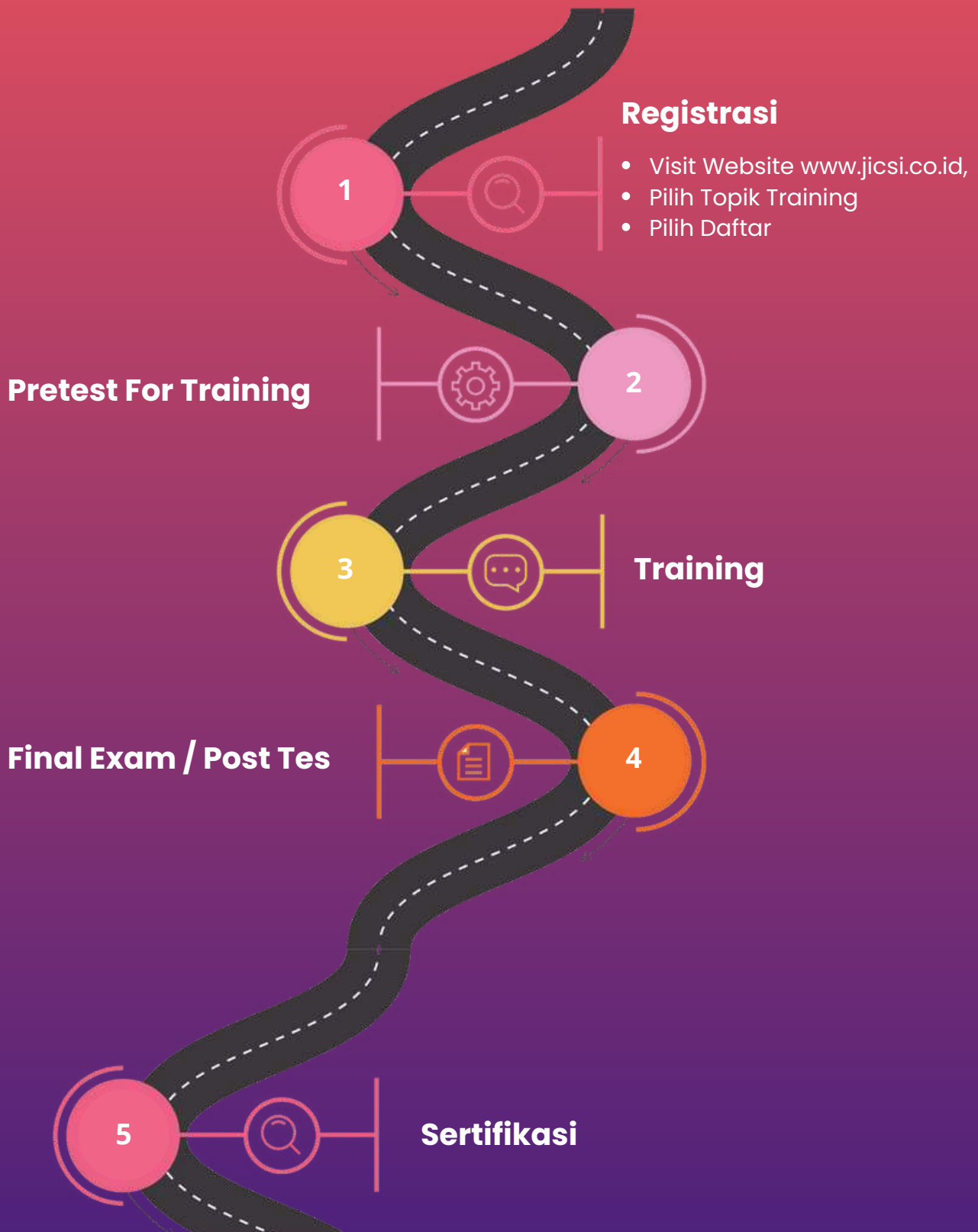
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Strategic Workforce Planning

Module 2 : Cycle of Strategic Workforce Planning

Module 3 : Steps to Successful Strategic Workforce Planning

Module 4 : Benefits of Strategic Workforce Planning

Module 5 : Developing Strategic Workforce Planning

Module 6 : Challenges with Strategic Workforce Planning

Module 7 : Developing and Maintaining Talent Pool

Module 8 : Succession Planning and Building Pipeline

Module 9 : Leader's role in strategic workforce planning

Module 10: HR's role in strategic workforce planning

Module 11: FAQ's, Roleplays, Case studies and Discussions



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**

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