



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Stress Management and Stress Reduction

OVERVIEW



Stress is universal. Evermore people are confronting stress, overload, and the strain of time limitations in their lives. Some stress is essentially good because it stimulates you to face challenges. However, excessive ongoing stress causes a constant stimulation of the body's stress reaction system.

The excess release of cortisol, the stress hormones in the body can lead to an increased risk of many mental and physical illnesses like insomnia, heart disease, obesity, depression, memory damage, and so on.

It is vital to realize when we are in a state of Distress. 50% of absenteeism at work is a direct or indirect result of stress. And in this competitive world, the pressure to perform and be the best at work, family, and social areas increases as the years go by and reduces the lifespan of the individual struggling to fight stress.

How can you help yourself to be more productive without having to compromise with your physical or mental health?

In this Stress Management and Stress Reduction Training Course, you will delve into the harmful effects of stress on our health. You will also learn to manage personal stress more realistically. So, how do you become stress-free? What are the practical techniques to manage stress?

This program will take you through strategies that may include lifestyle changes and stress management techniques like exercise, music, humour, and relaxation training. The whole mental development through these techniques operates in developing effective habits that build self-confidence and eliminating worry and fear by properly handling it.

For this Stress Management technique to work positively, you will need to learn to take full accountability of your feelings, thoughts, attitudes, and actions. It is very much possible to get rid of any kind of stress no matter how severe it is.

You will dive deeper into the various spheres of nutrition, and bring you the latest developments in science in the field of stress and mental/emotional health.

By successfully carrying out the principles learned in this program, you will be able to bring to equilibrium your brain hemispheres and meridians. This will allow you to attain the maximum level of relaxation and prevent stress in the process.



Course Objectives

By the end of the Stress Management and Stress Reduction Training Course, the participants of this curriculum will be able to:

- Comprehend the basic rules of stress management
- Understand your stress-triggers and controlling them
- Develop proactive reactions to stressful conditions
- Use tips for managing stress in job, family and social life
- Learn to handle stress through lifestyle changes
- Develop an effective plan to diminish and curtail stress
- Understand the intangible issues linked to stress
- Interpret the psychological mechanisms linked to stress
- Learn the major foundational therapies used for stress management
- Learn the mindset designed for relaxation
- Understand relaxation and its clinical applications
- Learn the psychophysiological perspectives of anxiety and stress
- Learn the basics of respiratory therapy to effectively control stress
- Pharmacological methodologies that can help in overcoming stress

TRAINING METHODOLOGY

We have designed this training program on Stress Management and Stress Reduction Training Course specially for individuals planning to handle stress in their own lives and support within the organization and families to help individuals suffering from stress to stabilize.

This workshop will present practical tips and techniques to support achieve better wellbeing through the active management of distress. A customized program can be arranged based on the participant's needs and area of work. Our trainers are well qualified to train in this field.

This program will involve a lot of knowledge sharing, group discussions, activities, and role-plays. As all participants will be professionals in their own fields and will share their experiences in facing and handling stress.





Organisational Benefits

Organizational benefits of employees who participate in the Stress Management and Stress Reduction Training Course will be as follows:

- The organization is relieved in handling multiple behavioural issues
- There is a better mental and physical health among the employees
- There will be reduced negativity in the organization
- Increased individual productivity is noticed within the organization
- There is reduced absenteeism among the employees
- A sense of satisfaction and happiness is noticed within the departments
- There is a sense of responsibility among the employees
- There is better communication, understanding, and morale within the teams
- Increased retention of valued employees is noticed
- The organization gains improved customer satisfaction

PERSONAL BENEFITS

Below are the Individual benefits of persons participating in the Stress Management and Stress Reduction Training Course:

- There is a reduced personal stress
- Individuals have improved decision-making capabilities
- There is increased productivity in tasks of everyday life
- A better connection is built among family & friends
- There is an increased balance & value in daily activities
- Individuals learn to understand their body, mind, and selves better
- They become helpful to others undergoing times and situations of stress
- They are better evaluators of situations and circumstances and how to handle them
- Individuals live better overall lives with longer lifespans with these life skills



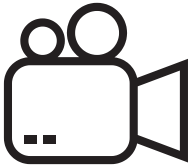


WHO IS THIS PROGRAMME FOR?

This program is designed for individuals and professionals who are working in stressful ecosystems. This is most suitable for managers, supervisors, team leaders, top management officials, target driven workforce and any other professionals who require to understand the harmful effects of stress on their physical, mental and emotional health; and learn the advanced strategies and techniques to overcome stress and achieve an improved lifestyle.

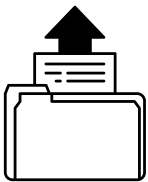
Any individual under pressure and who experiences the negative impact of stress, and those who want to become support systems to their colleagues and organization should attend this program.

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 : Stress and Stress Management: Defined

Module 2 : The Physiology of Stress

Module 3 : Internal Triggers of Stress

Module 4 : Controlling mental overload

Module 5 : Medical Approach to Stress – Drugs

Module 6 : Handling Subjects: Extreme Stress

Module 7 : Stress Management Treatment Techniques

Module 8 : Physical Symptoms of Stress



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
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