



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Team Leader Training Course

OVERVIEW



A team without its leader is directionless and incomplete. Everyone wants to be a leader today but being a great leader is not easy. It is like a skill which you develop over time by putting continuous efforts to improve your qualities like communication skills, time management, collaboration, motivation, conflict management, performance management etc. A good leader is always able to extract the best out of his team members and help them grow together.

How will this "Team Leader Training Course" help you in developing your leadership qualities? This course will help you in understanding your true leadership style and the core pillars of leadership. Also, it will help you to impart

the techniques and learning in your personality. This is the right course if you have been recently promoted as a team leader, supervisor or looking to upscale your career as a leader or if you are an entrepreneur with a team.

This Zoe training course will empower you with all the skills which you need as successful leader and will help you step by step in improving the overall performance of your team and your organisation. At the end of this course you will be able to take effective decisions, communicate seamlessly, plan strategically and take your team's performance to the next level.



Course Objectives

Upon completing this Team Leader Training Course successfully, participants will be able to:

- Recognise their true leadership style
- Display attributes of a leader in front of their teams
- Develop individual actions of leadership
- Improve your decision-making skills
- Manage yourself, your team and your work environment
- Improve your interpersonal and intrapersonal skills as a leader
- Learn different leadership styles
- Understand how to give and receive feedback as a team leader

TRAINING METHODOLOGY

This Team Leader Training Course will comprise the following training methods:

- Lectures
- Presentations
- Theories and techniques
- Group Discussions
- Assignments
- Activities
- Case Studies
- Functional Exercises





ORGANISATIONAL BENEFITS

Companies who nominate their employees to participate in this Team Leader Training Course can benefit in the following ways:

- Improved decision making by team leaders
- Less or no conflicts in the organization
- Improved teams' productivity due to better planning and work management
- Improvement in teams' performance will eventually improve the organisation's performance
- Productivity and performance issues can be resolved efficiently by giving proper feedback to the teams
- Better communication within teams
- Increased employee engagement leading to a healthy and motivating work environment
- Better employee retention

PERSONAL BENEFITS

Individuals who participate in this Team Leader Training Course can gain from it in the following ways:

- Gain the knowledge and expertise you need as a leader to manage your team well
- You will be able to understand different styles of leadership
- Create an effective self-development plan to ensure growth as a leader
- Improve your decision-making skills
- You will be able to communicate effectively within your team and also to higher management
- Manage your time and performance better than other leaders



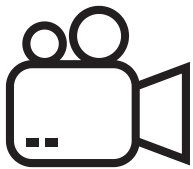


WHO IS THIS PROGRAMME FOR?

This Team Leader Training Course would be suitable for:

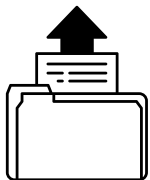
- Current leaders
- Project Managers
- Technical Leads
- Team leaders
- Supervisors
- Line managers
- Management Professionals
- Mid level Executives
- Aspiring leaders
- Start-up Founders
- Course Outline

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

Module 2 : Creating Your Leadership Style

Module 3 : Importance of Self Awareness

Module 4 : Understanding Your Team Culture

Module 5 : Strategic Planning as a Team Leader

Module 6 : Conflict Management

Module 7 : Time Management

Module 8 : Communication is the Key

Module 9 : Performance Management of a team



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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