



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Time Management Skills

OVERVIEW



Do you have the skill to manage time appropriately spread across the day? Or, do you always find yourself in a time crunch situation? Managing time is a very essential skill for professionals to be successful in any workplace in a world where time is money.

An overflow of a time crunch at the workplace also affects family life, personal, and social life. Those who can effectively employ time management skills are more successful as they can manage their workload rather than reacting to a time crisis one after the other.

Do you feel overwhelmed and burnout by the life demands of work pressure and life? In today's work culture, intrusions, unnecessary meetings, constantly changing plans, appointments, rosters, and deadlines are inevitable.

Anyone who wants to focus on the essential tasks will always have this challenge to categorize and manage time. Every minute of your day counts and how you would utilize it not only impacts your business but also your lifestyle.

Having a work-life balance is crucial in this competitive world. An efficient time management tool helps individuals to focus on the tasks delivering greater profitability to their organization and live a happy life.

Time Management skills is a learned skill and need to be cultivated through improved planning. This Training program introduces you to methodical time planning systems and focuses on the techniques for efficient scheduling of work based on levels of priority.

Managing Time without understanding and setting-up your priorities is like shooting arrows in the air without know what you want to achieve and when you want to achieve.

This program is also about handling 'time-stealers' which causes distractions and loss of focus, thus leading to time crunches.



Course Objectives

By the end of the Time Management Skills Training Course, the participants of this program will be able to:

- Prioritize, Plan and arrange daily activities in a productive way
- Learn techniques to overcome procrastination
- Organize your work station and workflow to make better use of time
- Efficiently Delegate tasks
- Coordinate business meetings more effectively
- Identify the 'time stealers' and handle them appropriately
- Learn the scheduling, planning and prioritizing skills
- Assertively say a 'NO' positively
- Learn how to develop SMART goals
- Learn tips and ways to become better organized
- Recognize the difference between urgent items and important items
- Handling workload efficiently
- Escape the trap of over-committing yourself
- Utilize Technology Effectively to save time
- Learn effective ways of handling Paperwork
- Work effectively in a Team

TRAINING METHODOLOGY

We have designed this training program on the Time Management Skills Training Course for individuals from all aspects and areas of life. This workshop will offer core practices for daily life.

A customized program can be prepared based on organizational requirements. This program will empower participants in group discussions, activities, and role-plays.

Beneficial models are given to assist with task management and to plan and control workloads on a timely basis. Participants will share experiences from work and in life from various cultures.





Organisational Benefits

Organizational benefits of employees who participate in this Time Management Skills Training Course will be as follows:

- Employees learn to better prioritize tasks and accomplish things systematically
- Work is accomplished on time
- Time effective systems and operational processes are put in place
- There is a better delegation of tasks and teamwork among the employees
- Employees tend to be more focused on objectives and goals set for them
- They are better organized and can organize their work well
- Employees understand the need to use technology to get things done faster
- They are more stress-free and don't feel the burnout

PERSONAL BENEFITS

Following are the Personal Benefits of employees participating in the Time Management Skills Training Course:

- Participants are well organized in their daily life
- They learn to schedule tasks and accomplish them within timelines
- Participants learn to have a work-life balance
- People are more goal-oriented and are more purposed
- They learn to be disciplined with their time
- They are stress-free and can define the limit of their work
- They develop the skill to negotiate and learn to set boundaries
- Participants become good planners and organizers for daily events
- They use maximum resources to reduce utilized time

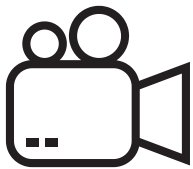




WHO IS THIS PROGRAMME FOR?

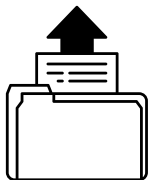
- All individuals who look at having better control of their life and would like to manage their time effectively should enroll in this program.
- The time management workshop is for Professionals, managers, team leaders, and anyone who has challenges with balancing their time and priorities.
- This training is beneficial to individuals who want to increase their productivity and widen their time-management skills through transformed thinking and utilization of available resources to make the best use of time.

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 : Foundational Principles of Time Management

Module 2 : Assessing your present time utilization realities

Module 3 : Setting up priorities

Module 4 : Planning and defining your workload

Module 5 : Stress Management and Time Management

Module 6 : Delegation: Introduction

Module 7 : Wheel of Life Technique

Module 8 : Managing and making use of Technology



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





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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