

# Softskills Training Courses

Boost your personal capabilities



**Add value.  
Inspire trust.**

### Leadership in Me Training Courses

Boost your leadership capabilities

#### About the Course

This two-day course will speak about the soul and spirit aspects and how leaders can develop a strong relationship with the team. The objective is to synergise the knowledge, characters, soul, and spirit..

**Duration of the training:** 2 Days

**Language:** Bahasa Indonesia

#### Who should Take the Course?

This course is specially designed for:

- Supervisor
- Manager
- Top Management

#### What will You Learn from the Course?

**At the end of this course, participants will be able to:**

- Gain an understanding of the important principle of a leader, identifies roles, and how to be an influential leader.
- Learn how to be an effective leader manage soul and spirit to achieve the organisations' goal.
- Develop tremendous and effective teamwork regarding the roles and functions in the organisation.
- Implement 8 effective behaviours to improve productivity and teamwork significantly.

#### What is the Course Methodology?

Participants will learn through lectures, case studies, group exercises and discussions.

### Service Excellence Training Courses

Boost your personal capabilities

#### About the Course

This one-day course will give you an overview of Service of Excellence, the rating concept, and how to identify potential customers. The quality of the customer service becomes a critical part of the organization's sustainability and business continuity. The organization's customer service needs to know what customers want and how to make them satisfied by answering and interacting with customers to receive positive feedback.

**Duration of the training:** 1 Day

**Language:** Bahasa Indonesia

#### Who should Take the Course?

**This course is specially designed for:**  
All-level related to customer services

#### What will You Learn from the Course?

**At the end of this course, participants will be able to:**

- Gain an understanding of the Service of Excellence, the concept of rating and potential customers.
- Develop awareness of the importance of Service of Excellence, skills to sort out miscommunication, and solve customer issues.
- Learn about effective communication, message clarification method and six persuasive law.

#### What is the Course Methodology?

Participants will learn through lectures, case studies, group exercises and discussions.

### Creativity at Work Training Courses

Boost your personal capabilities

#### About the Course

This two-day course will elaborate on the importance of design thinking with five steps of an action plan to quickly create innovation according to customers' needs.

**Duration of the training:** 2 Days

**Language:** Bahasa Indonesia

#### Who should Take the Course?

**This course is specially designed for:**

All-level of designation and department

#### What will You Learn from the Course?

**At the end of this course, participants will be able to:**

- Gain an understanding of design thinking and how it can benefit the organisation.
- Develop the skills of problem-solving, tools for innovation, and design thinking
- Learn the possibility that will appear while implementing the innovation
- Train your exploration technique to know the intention and needs of customers

#### What is the Course Methodology?

Participants will learn through lectures, case studies, group exercises and discussions.

### Customer Focus Training Courses

Boost your personal capabilities

#### About the Course

This one-day course will give an overview of how important customer focus is to your organisation's success. As a result, both employees and organisations understand which part they need to focus on to make their business grow.

**Duration of the training:** 1 Day

**Language:** Bahasa Indonesia

#### Who should Take the Course?

**This course is specially designed for:**  
All-level related to customer services

#### What will You Learn from the Course?

**At the end of this course, participants will be able to:**

- Gain an understanding of customer-centric as a basis of customer services experience management.
- Learn about customer satisfaction, including essential, expected, desire, and unexpected customer satisfaction.
- Understand how to demonstrate yourself to be the agent of change and influence people around you.

#### What is the Course Methodology?

Participants will learn through lectures, case studies, group exercises and discussions.

## Others Softskills Training Courses that you might be interested in

- Motivational Session
- Leading Self, Leading Others
- Coaching Skill for Leader
- Time & Energy Management
- Stress Management
- Training for Trainer
- Public Speaking
- Leadership in Crisis
- Service Excellence
- Becoming Sales Champion
- Communication in Crisis
- Mentoring Skill for Leader
- Goal Setting Program
- Neuro Linguistic Program
- Critical Thinking for Leader
- Creativity at Work
- Happiness at Work
- Effective Communication Skill
- Leading in Diversity
- Conflict Resolution Foundations
- Training for Secretary
- Personal Excellence Program
- From Manager to Leader
- Team Engagement Program

For more information, email us at:

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## About TÜV SÜD Indonesia

TÜV SÜD is a premium quality, safety, and sustainability solutions provider that specialises in testing, inspection, auditing, certification, training, and knowledge services. Represented by more than 24,000 employees across 1000 locations worldwide, TÜV SÜD holds accreditations in Europe, the Americas, the Middle East, Asia and Africa. By combining impartial expertise with invaluable insights, the company adds tangible value to businesses, consumers and the environment. The aim of TÜV SÜD is to support customers with a comprehensive suite of services worldwide to increase efficiency, reduce costs and manage risk.

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