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Abstrak: Panliten iki nganalisis peran pimpinan minangka pelatih sajrone ngatur konflik ing organisasi lan keefektifan program pengembangan pimpinan online minangka pelatih ing lingkungan organisasi BNI. 358 peserta ing tingkat manajer kalebu ing sampel panliten iki. Asil uji hipotesis kanthi metodhe The Net Promoter Score (NPS) nuduhake yen implementasi program pengembangan leader as coach adhedhasar data rata-rata passing rate ing kabeh batch yaiku 83% lan tingkat efektivitas implementasi program diukur nggunakake metode net promoter score, kanthi skor NPS 80,2%. Asil kasebut menehi bukti yen pimpinan online minangka program pengembangan pelatih ing konteks manajemen konflik organisasi bisa nglatih lan nduweni kesadaran kanggo ngatur tim kerja ing babagan resolusi konflik kanthi strategi siji nggunakake metode pembinaan dening pimpinan lan nyuda konflik ing njero organisasi supaya lingkungan kerja sing kondusif bisa digawe. Lingkungan kerja sing kondusif diajab bisa nduwe pengaruh sing positif marang kinerja karyawan lan bisa nggayuh tujuan utawa target organisasi.

Kata Kunci: Sistem Bantuan, Peningkatan, Profesional, Ketrampilan

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