

PUBLIC PROGRAMME

Certificate of attendance provided
* minimum of 75% attendance

ADMINISTRATORS DEVELOPMENT PROGRAMME

HRDF CLAIMABLE
subject to PSMB approval

Date : 21-22 November 2018

Time : 9:00 am - 5:00 pm

Venue: Klang Valley

Code : SSF1

Organised by



OVERVIEW

Most clerical staff, receptionist and junior secretaries are being left behind and often they are assumed as less important members of the team. Their positions are as backup teams, which help the organisation machinery, move daily. Management usually does not realise the vital part these groups play in the growth of the organisation. Their work might seem less significant compare to manage task, but do you know the company's bottom line?

This course aims to equip participants with necessary skills to tackle their daily task with interest, vigour an enthusiasm.

OBJECTIVE

- To improve the professionalism of the staff and enhance their image in the organisation.
- To build a working relationship with other.
- To learn how to communicate better with peers, subordinates and superiors.
- Learn how to handle visitors professionally.
- To manage unproductive time and work.
- To enhance telephone communication skills.
- Learn basic of an efficient filing system.
- Improve self-confidence and build a personality.
- Be assertive when the need arises.

LEARNING OUTCOME

At the end of the training, participant will be able to:

- Learn how to communicate better with peers, subordinates and superiors.
- Improve the professionalism of the staff and enhance their image in the organisation.

TARGET

- Leader
- Supervisor
- Executive
- Manager

COURSE CONTENT

- Manage Roles, Responsibilities and Team Work
- Manage Relationships and Communication
- Communication Techniques to Sustain and Improve Results
- Manage Time and Priorities
- Manage Change

METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Activities
- Q&A

REGISTER NOW!

2 DAYS TRAINING

- Limited Seats Available-

NORMAL PRICE

RM1,750 Per Pax

*closing date : 14 Nov. 2018

EARLY BIRD PRICE

RM1,550 Per Pax

*before 12 Oct. 2018

GROUP PRICE

RM1,450 Per Pax

*min three (3) pax



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