

# CHANGE NOW!

It's the workplace demand.



Your ultimate challenge is to manage your administrative role effectively; here is where you get huge amount of learning... a pathway to getting to good practice

*Rapidly changing technology and working practices mean that job roles today are very different from those encountered three, five or ten years ago. Administrators need to learn, unlearn and relearn and be equipped with the relevant knowledge and skills in order to remain competent in the workplace.*

## EFFECTIVE OFFICE ADMINISTRATIVE SKILLS & PRACTICE

### INTRODUCTION

Today's office administration is very challenging with the changes in economy, working style and nature of work. Office administrator, departmental, operation and production clerk must understand their role is not only to make things happen but must also emphasis on the cost in making thing happen, beside, understand the characteristic of the people he or she dealing with in order to give the best of their service and meeting the Organisation Objectives.

In achieving the task objectives, office administrator also need to know how to manage stress by task priotisation, practice good communication and managing interpersonal skills. To achieve targeted results, administrator & clerk must know how to managing their work and self. The course will help to develop vital habits and key administrative skills to increase productivity and efficiency.

### COURSE CONTENTS

#### ADMINISTRATOR SELF MANAGEMENT

- ◆ Planning & Scheduling work priorities
- ◆ Identify you time waste
- ◆ How to manage time effectively
- ◆ Setting Urgent and important
- ◆ Follow through activities
- ◆ Discipline and commitment

#### EMOTIONAL INTELLIGENCE

- ◆ Self-Awareness
- ◆ Self-Projection
- ◆ Self-Management
- ◆ Self-Discipline
- ◆ Relationship Management
- ◆ Social Awareness

#### CREATIVE INTELLIGENCE

- ◆ Three Creative Intelligence
- ◆ Outside Stimulation
- ◆ Personal Types
- ◆ Three Dimension Creative Intelligence
- ◆ Creative Workout

#### OFFICE INTERPERSONAL SKILLS

- ◆ Developing Positive Self Image
- ◆ Developing Positive Relationship
- ◆ Building Trust
- ◆ Handling Troublesome Staff

#### COMMUNICATION SKILLS

- ◆ Running an effective meeting
- ◆ Elements of Communication
- ◆ Barriers to Communication
- ◆ Selecting Communication Channel
- ◆ Types of Communication
- ◆ Communicating with Guest
- ◆ Communicating with Superior
- ◆ Body Language Usage

2012

March

06 & 07 March 2012 (Tues & Wed) TIME 9am - 5pm VENUE Eastin Hotel, Petaling Jaya

## OFFICE PRODUCTIVITY IMPROVEMENT

- ◆ Productivity and quality defined
- ◆ Continuous improvement
- ◆ Cost & control
- ◆ Profitability explained
- ◆ Developing cost conscious staff
- ◆ Who is our customer?

## OFFICE SYSTEM CONTROL

- ◆ Planning office system and create procedures
- ◆ Control of subordinate activities through proper measurement
- ◆ Setting goals and performance appraisal
- ◆ Job description
- ◆ Organization & Methods
- ◆ Organizational Chart
- ◆ Organizational Manual

## FILING AND RECORDS MANAGEMENT

- ◆ Forms Management
- ◆ Designing, Implementing & Reviewing Forms
- ◆ Importance of Record Keeping
- ◆ Principles of Record Keeping
- ◆ Essentials of Good Record Keeping
- ◆ Using 5S in office records management
- ◆ Filing System
- ◆ Record Retention
- ◆ Filing Equipment

## DECISION MAKING & PROBLEM SOLVING

- ◆ Using mind mapping
- ◆ Analyst the problem
- ◆ List of Possible solution
- ◆ Monitoring the result
- ◆ Look problem as an opportunity

## STRESS MANAGEMENT

- ◆ Understanding Mind, Body & Soul
- ◆ Stress Defined
- ◆ Identifying Causes Of Stress
- ◆ Overcoming Stress
- ◆ Action Plan For High Energy Living

## WHO SHOULD ATTEND?

Office Assistants, Administrators, Administrative Assistant, Personal Assistant, Secretaries, Senior Clerks Clerical Personnel, Office Support Staff

## METHODOLOGY

Interactive lecturing, group discussion, management games and role-play

## LEARNING OBJECTIVES

- ◆ Be an Effective Office Staff - Achieve Boss Expectations!
- ◆ Clerical Professional Commitment - Achieve Career Success!
- ◆ Change Clerical Professional Roles and Responsibilities to Meet Future Challenges!
- ◆ A Dynamic, Thinking and Action Oriented Administration Professional
- ◆ The Super Administration Professional - Increase Administrative Work Productivity and Performance
- ◆ Improve Clerical Communication to Minimise Work Problems
- ◆ The Clerical Self-Evaluation - Strengths and Weakness Analysis
- ◆ The Modern Clerical Professional - Proactivity, Forward Looking, Action-Oriented, Productiveness and Effectiveness.

## TRAINER'S PROFILE

**MR. MOKHTAR SAID** is a highly acclaimed People Development trainer and consultant. An exceptionally gifted thinker and speaker, Mokhtar Said has an unrivalled reputation for making the learning easier through the use of story-telling of real life situations that he has experienced.

Participants from Government and Private Sectors ranging from General Managers, Managers, Executives, Engineers, Supervisors, Leaders, Trainers and Operators have consistently mentioned that the greatest value they obtain is that many of the competencies can be applied to good effect in the work place.

Mr. Mokhtar has twenty years of corporate experience in the aspect of Maintenance, Engineering, Production, Total Productive Maintenance (TPM), Total Quality Management (TQM) and Training & Development. His corporate experience has exposed him to the Manufacturing and Semiconductors Industries moving from ranks of Equipment Maintenance & Engineer, Product & Process Engineer, Production Manager, Total Quality Management (TQM) & Total Productive Maintenance (TPM) Manager to Senior Training & Development Manager.

Mr. Mokhtar possesses a Masters in Business Management (MBA). In addition, he has a Bachelor Degree of Science (Hons.) in Human Resource Management majoring in Training & Development, Diploma in Electronics Engineering, awarded by Human Resource Development Centre (HRDC) as a qualified Trainer and qualified Total Productive Maintenance (TPM) Trainer by SIRIM.

Register Online

Download Registration Form

### COURSE FEES

**RM 980.00** per person for 2 days  
Includes Lunch, Tea-Breaks,  
Course Notes and  
Certificate of Completion



### ORGANISER / CONTACT PERSON

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