

Effective Skills For Office Administration Staff

"Learn to thrive for success in today's office environment"

Objectives

At the end of the programme participants are able to:

- Improve their self-image and take pride in their professional career
- Enhance their working relationship with others
- Communicate better with peers, subordinates and superiors
- Handle visitors professionally
- Manage time and work more productively
- Enhance their telephone communication skills
- Apply basic skills of efficient filing system
- Have confidence in their daily work life

Learning Process

This is a completely activity-based workshop consisting of more than 12 different activities. The experiential method is used throughout the programme and participants are expected to draw upon their own work and life experience and do a lot of self-analysis to realise their strengths and weaknesses and decide how this can be turned into improving their work.

Participants are also required to participate in role plays and other activities that will provide a simulation of work situations such as handling the telephone, organising work and time, handling relationships, handling visitors, developing assertive skills, developing public speaking confidence and skills.

Finally participants get to make an evaluation of themselves in five areas:

- Their reliability as an employee,
- their responsiveness in attending to work
- the confidence they project to others,
- the ability to empathise with others
- have tangibles that project a good self-image. They are required to build on these weaknesses as part of their post-training life long learning

Who Should Attend

Clerical support and office administration staff. New administrators are also strongly encouraged to attend.

Program Outline

Module 1

Understand the Roles and Responsibilities of Administration Personnel

Module 2

Organising Work in the Office by Using Time Management Skills and Setting Priorities

Module 3

Managing Relationships in the Office

Module 4

Greeting and Attending To Visitors to the Office

Module 5

Making and Answering Telephone Calls Professionally and Courteously

Module 6

Understand the Importance of and Methods of Records Management

Module 7

Identifying and Setting Personal Goals in Alignment With Organisation Goals

Module 8

Developing Positive Work Ethics by Developing A Positive Self-Image

The Expert Profile Cyril Pagadala

Cyril Pagadala has vast real work experience, in local and multinational companies, of more than 18 years in the field of Human Resources Management, Administration and Operations in various industries: banking, manufacturing, hospitality, tourism, and publications. He last held the position of Director of Administration and Human Resources. He is now a lecturer and corporate trainer.

He has a BA (English) and MA (Human Resource Management). In his work experience he has gone through the whole gamut of HRM including: setting up the HR Department A-Z with appropriate systems, designing policies and procedures, handling misconduct, taking disciplinary action, conducting the domestic inquiry, handling grievances, carrying out negotiations with trade unions and collective agreements, administration of the Employment Act 1955 and Regulations, Company Policies, etc; at all levels

Cyril Pagadala is a PSMB Certified Trainer for Corporate Programmes (PSMB/ TTT 0217) and a PSMB Approved Trainer in English and Business Communication for the PSMB Graduate Training Scheme; He trains and facilitates programmes in Human Resource Management, Employment Laws, Managerial Skills, Customer Relations, Soft Skills, English and Business Communication.

Testimonials

"Good speaker & good input - develop my skills"
- Roslina Zainal, Sarawak Hidro S/B

"The trainer really gives explanation about the session, and it's really help me to impress my boss"
- Zaharah, KPJ Healthcare Bhd



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Workshop

* Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

Session	Date	Venue	Normal Fees	Early Bird Deadline
	<input type="checkbox"/> 26th-27th July 2010	The Legend Hotel, Kuala Lumpur, Malaysia	RM 1290	25th June 2010
Discount	Early Bird Registration <input type="checkbox"/> 5%			
	Group Registration <input type="checkbox"/> 3 or more at 5% off	<input type="checkbox"/> 5 or more at 7% off	<input type="checkbox"/> 8 or more at 7% off	

Schedule

08:30 Registration
 09:00 Workshop Begins
 10:30 Coffee & Networking
 10:45 Workshop Resumes
 13:00 Networking Luncheon
 14:00 Workshop Resumes
 15:30 Coffee & Networking
 15:45 Workshop Resumes
 17:00 Workshop Ends

Organization Details

Organization Name _____

Address _____

Tel _____ Fax _____

Participant Details

Name	Job Title	Email	Direct Line
1.			
2.			
3.			

The invoice should be directed to

Name _____ Job Title _____

Email _____ Direct Line _____

Authorising Manager's Details

Name _____ Job Title _____

Email _____ Direct Line _____

Signature _____ Date _____

*The booking is invalid without a signature.

After complete this form,
 please fax it to (603) 40235716

CANCELLATION & SUBSTITUTIONS: This registration may only be cancelled in writing not later than two weeks before the workshop begins. The booking may not be cancelled nor any fees refunded thereafter. A substitute may be named at any time before the workshop begins.

HOTEL ACCOMMODATION: Accommodation is not included in the workshop fees. Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please contact the Hotel directly and state that you're attending an event organised by GIN (Global Intelligence Network).

The Legend Hotel, Kuala Lumpur
 Tel: (603) 4042 9888
 The Summit Hotel, Subang Jaya
 Tel: (603) 8023 3000

NOTE: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participant of the change. Global Intelligence Network should not hold liable for any cost arising from this change.

PAYMENTS: An invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event in order to be eligible for attending. Walk-in delegates with payment will be admitted on a space available basis. Payment may be made via cross cheque / bank draft / electronic transfer, made in favour of:

Global Intelligence Network (M) Sdn Bhd
 268-2-1, Wisma Mutiara Genting,
 Jalan Ayer Jerneh Off Jalan Genting Kelang,
 53300 Setapak, Kuala Lumpur,
 Malaysia.

Details for Telegraphic Transfer:
 Bank: RHB Bank
 Branch: Setapak, Kuala Lumpur
 A/C No: 26405800003737
 Swift Code: RHBBMYKL

For electronic transfer, Please email / fax your transaction slip to us as proof of payment.

