



**JUNE  
12-13**

DORSETT GRAND **SUBANG**

**JUNE  
24-25**

G HOTEL GURNEY **PENANG**

A 2-DAY COURSE ON

# Effective Administrative & Office Management Skills Towards Development

## HIGHLIGHTS

- Enhancing Your Functional Value As A Modern Multi-Skilled Administrative Personnel
- Handling Change
- Working Towards Better Workplace Interpersonal Communication
- Assertive Communication Skills For The Workplace
- Non Verbal Communication At The Workplace
- Identify Your Personality Style
- Working Smarter...Staying Organised And Managing Workload
- Customer Perception - Making A Good Impression
- Don't Let E-Mails Be Your Weakest Link
- Rules Of Work - A Definite Code For Success



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with the right learning experience,  
bridging present and future  
organizational needs.

## INTRODUCTION

**Administrative and Secretarial Professionals** contribute in innumerable ways to company's well being and success. They are no longer just handling administrative and correspondence but are participating as management team members.

The Office Management and Effective Administration Skills is an exciting and interactive training course. It is designed to provide **office administrators, supervisors of clerical and administrative staff, executive secretaries, and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively** – thereby contributing to their own, their boss' and their organisation's success.

Administrative personnel of today are strongly positive, capable of carrying out responsibilities beyond their normal scope of duties, have strong initiatives, are quite capable of **stepping into an executive position, and are constantly upgrading themselves.**

Planning, organising and coordinating the workflow is an important function of today's administrative professional and this is expected of them by every boss or person they report to.

**This course will prepare the administrative professional/secretary to better develop their skills and confidence that will bring out the best qualities in them.**

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## LEARNING OUTCOME

1. Develop open perspectives to view change as part of life and for organizational growth and well-being.
2. Enhance and develop the functional value of modern multi-skilled administrative personnel in today's workplace
3. Identify key techniques to become more assertive in the workplace
4. Enhance your interpersonal communication and human relations with bosses, peers, and others.
5. To apply time management techniques necessary for optimum office productivity.
6. Handle telephone calls and emails properly and professionally

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## WHO SHOULD ATTEND

Administrators, assistants, executive secretaries, and supervisors of junior-level employees

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## METHODOLOGY

The methodology used provides a complete learning system with well-defined objectives that are achieved through use of:

- Group Discussions
- Role play activities
- Case Studies & Video Presentation
- Self assessment exercises

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## TRAINER'S PROFILE

**SHEENA DALVIR KAUR** is a leading **IMAGE & ETIQUETTE CONSULTANT** with years of experience in this field.

She brings to you years of invaluable experience, offering speaking, training and consulting services to corporate clients, private individuals, professional associations, government agencies, colleges and universities. Her passion for people development drives her to help men and women achieve their dreams and aspirations by projecting their best through their visual appearance, communication and interpersonal skills.

As a trainer and consultant, she has developed corporate workshops and individual coaching services designed to provide employees and leaders with the tools and the self confidence they need to master their professional lives.

She is a **member of The Institute for Image Management (U.S.A.) and an Associate member of Image Consultants International - AICI**. She has a wide range of experience in the image industry and has acquired her training in a number of areas on Image Management from Australia and U.S.A. Her expertise lies in Personal Style, Wardrobe Strategies, Visual Poise, Business and Social Etiquette and Malaysian Protocol (Correct Forms of Address).

Her training programs focus on First Impression Management, Color & Style Analysis, Corporate Dress, Personal & Professional Image. The Etiquette training programs focus on Business & Corporate Etiquette, Dining & Social Etiquette, and Business Entertaining & Networking Skills.

She takes a professional holistic approach to her training. It's not merely a grooming course but rather an understanding of the principles and reasons for an image in the business industry. Therefore it includes "a buy in as well as a change in mindset".

In addition to Image Management which was the beginning of her career she has added other training programs on Personnel Development such as **Office Management & Administrative Skills, Effective Business Communication, Boosting Self Confidence & Self Esteem, and Positive Work Attitudes**. As such she keeps herself updated on trends in office administration and essential insights into changes within the office administrative profession.

Her **extensive exposure in the service industry has also enabled her to train others in areas on Customer Care, Hospitality Image and other Customer Services related workshops. She has acquired her training in Customer Service from the International Air Transport Association - IATA Singapore.**

Discussing professional change – from personal grooming to client relations can be sensitive. Sheena's finesse motivates people to receive feedback and learn new ways to enhance their Professional Presence.

She is also a **popular speaker** at seminars and symposiums both in Malaysia and the region and specializes in conducting presentations on topics on Image Building, Business Etiquette and Corporate Communications. She has been featured on some of the local television programs, local magazines and local newspapers. Apart from that she also contributes articles to some of the local magazines and local newspapers on a regular basis.

## DAY 1

### 0900 **ENHANCING YOUR FUNCTIONAL VALUE AS A MODERN MULTI-SKILLED ADMINISTRATIVE PERSONNEL**

- Tear down stereotypical attitudes and perceptions of “Yesterday’s Administrative Personnel”
- Understanding current and projected workforce trends
- How does an Administrative Professional ‘fit’ into the Big Management Picture
- Achieve Inner Circle status & thrive in the position
- Administrative skills that matter today
- Explore qualities and attributes that influence your success as a modern multi-skilled personnel

1030 Morning Coffee

### 1045 **HANDLING CHANGE**

- Understanding CHANGE is part of life
- Making decisions to adapt to change
- Dealing with change in the work environment – having the mind set for it

### 1130 **WORKING TOWARDS BETTER WORKPLACE INTERPERSONAL COMMUNICATION**

- Taking charge of your communication signals
- How to create rapport with each other at the workplace
- Conveying your thoughts, ideas and arguments to the people with whom you interact daily at work
- Projecting Confidence Through Your Body Language
- Tips on developing good Inter personal Communication skills
- Understand what is Assertive Communication and learn to convey ideas in a direct and positive manner
- Incorporating good personal attributes into daily telephone interactions

1300 Lunch

### 1400 **ASSERTIVE COMMUNICATION SKILLS FOR THE WORKPLACE**

- How to convey ideas in a direct and positive manner
- How to say “no” effectively
- Using positive body language
- How to get your ideas accepted

1530 Afternoon tea

### 1545 **NON VERBAL COMMUNICATION AT THE WORKPLACE**

- It’s not just what you say, it’s also how you say it
- What’s your body saying? Body language bloopers
- What frustrates you when speaking to others?
- Vocal clarity – how to polish your vocal impact and make a great impression
- Your manner of bearing and poise

1700 End of Day 1

## DAY 2

### 0900 IDENTIFY YOUR PERSONALITY STYLE

- Understanding your core behavioural style and how to use this Personality Style to enhance your working relationships and communication interaction
- Strengthening team relationships by identifying your core Strengths, Potential Limitations, and Value you bring to the workplace

1030 Morning Coffee

### 1045 WORKING SMARTER.....STAYING ORGANISED AND MANAGING WORKLOAD

- Understanding your primary work style and its influence on your work performance & administrative skills
- A self-assessment of how well you manage your time at the workplace
- Developing strategies for daily work organization & paper management

### 1130 CUSTOMER PERCEPTION - MAKING A GOOD IMPRESSION

- Recognize how your telephone skills and emails affects the company's image
- What contributes to an effective telephone service – kind of service people expect
- Incorporating good personal attributes into daily telephone interactions

1300 Lunch

### 1400 DON'T LET E-MAILS BE YOUR WEAKEST LINK

- Common problems in composing e-mails today
- E-mails Vs other communication methods
- Make e-mail work for you not against you
- 5 simple steps to planning effective e-mails

1530 Afternoon Tea

### 1545 RULES OF WORK - A DEFINITE CODE FOR SUCCESS

- Identify the 10 Prescribed Rules For Personal Success at work
- How to apply these rules to your personal and work life
- The 3P Factor at work – Professionalism, Proficiency & Productivity

1700 End of Course

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## REGISTRATION FORM

### Effective Administrative & Office Management Skills Towards Development

PLEASE TICK WHERE APPLICABLE

- June 12-13 SUBANG  
 June 24-25 PENANG

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001357560

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?  YES  NO

COMPANY SIZE

1-29  30-69  70-99  100-149  150-199  200+

CONTACT PERSON

TEL MOBILE EMAIL

APPROVING MANAGER NAME

TEL MOBILE EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 2 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 3 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 4 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL MOBILE EMAIL

#### COURSE FEES

The fee per person is RM1795.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.

2 persons registered are entitled to a 10% discount.

#### TERMS & CONDITIONS

##### 1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.

##### 2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.

##### 3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

#### PAYMENT TRANSFER BANK DETAILS

Account name

**TRAINMODE  
SDN BHD**

Account number

**14100015214**

Bank Name

**Hong Leong  
Bank Berhad**

#### CONTACT US

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#### OUR LOCATIONS

##### SELANGOR

25 Jalan Utama 2/18,  
Taman Perindustrian Puchong  
Utama, 47100 Puchong, Selangor

##### PENANG

10 Lorong Industri Impian Indah 1,  
Taman Industri Impian Indah,  
14000 Bukit Mertajam, Penang

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