

EFFECTIVE OFFICE ADMINISTRATION



COURSE OVERVIEW

Administrators are vital to the smooth running of any organization and play a key role in contributing to the performance of their teams and departments. Their effectiveness has a direct influence on the productivity and efficiency of others and often determines the quality of service provided to internal and external customers. This two-day course has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

OBJECTIVES

- Become more proactive and develop skills to make a greater contribution to your team
- Communicate confidently and effectively with your manager, colleagues and other departments
- Deal with the difficulties and pressures of working for more than one person
- Deal effectively and positively when facing difficulties and conflicts
- Take control through improved planning and organize and manage your time more effectively on a basis of priorities
- Explore ways to broaden the scope of your role, and achieve greater job fulfilment

COURSE OUTLINE

- Module 1: What Makes A Successful Administrator?
- Module 2: Supporting Your Manager / Department /Team
- Module 3: Communicating Confidently and Positively
- Module 4: Complement your Boss and raise his/her Career to Progress Yours
- Module 5: Organization and Time Management
- Module 6: Writing Clearly and Concisely
- Module 7: Understanding Your Manager's Role
- Module 8: Managing yourself to Manage Others
- Module 9: Practical Time and Self-Management
- Module 10: Handling Difficult Behaviors, People and Situations
- Module 11: Personal Development

TARGET AUDIENCE

Executives
Secretaries,
Administrative officers, Managers,
and office professionals who want to
be more proactive and skilled, in
order to manage responsibilities
more effectively and to develop
towards managerial capability.

COMFORI SDN BHD

E-02-03, East Wing, Subang Square Business Centre
Jalan SS15/4G, 47500 Subang Jaya, Selangor Malaysia

If you have any enquiries,
please call us at **03-56213630** OR email to **info@comfori.com**

