

EXCELLENT SECRETARIES & ADMINISTRATIVE ASSISTANTS



COURSE OVERVIEW

The speed of change is increasing. The momentum of work is getting faster. Employees must change at least to a similar rate to reach the organisation's goals. Let them understand why this is so and how they can reach their highest potential ever imagined. The objectives of this program is to impart important skills and knowledge required for secretaries and administrative assistant through learning the much needed techniques, and use them effectively to achieve company's goals and produce positive results.

OBJECTIVES

- Project a professional image for the company and for yourself
- Effectively carry out your planned daily tasks
- Handle calls in a proper and professional manner
- Communicate effectively in writing and verbal
- Solve problems with the best solutions

COURSE OUTLINE

- Module 1: The Office and You
- Module 2: Professional Image and Courtesies
- Module 3: Time Management
- Module 4: Professional Telephone Etiquette
- Module 5: Effective Communication
- Module 6: Written Communication Tips
- Module 7: Problem-Solving Techniques
- Module 8: Other Important Points

TARGET AUDIENCE

Secretaries
Administrative assistants
Support staff

COMFORI SDN BHD

E-02-03, East Wing, Subang Square Business Centre
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If you have any enquiries,
please call us at **03-56213630** OR email to **info@comfori.com**



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