

SBL CLAIMABLE

EXECUTIVE SECRETARIES DEVELOPMENT PROGRAM



OVERVIEW

A Professional Secretary is a business coordinator who is central to all the different business processes in the organization. The primary function is to manage the flow of information between the different areas or modules of the business.

OBJECTIVES

- Responsible for assisting the director or manager with various initiatives and objectives.
- Assist director and other managerial staff.
- Manage administrative functions to ensure smooth and efficient operations of the organization.
- Support the organization's strategic alliances and partnership.
- Ensure performance goals are met and set.
- Fulfill duties delegated by director.

COURSE OUTLINE

- Module 1: The Challenging Role of a Professional Executive Assistant/PA
- Module 2: The power of the first impression
- Module 3: Analysis of the PA's behavioral style and communication strengths
- Module 4: Assuming a Leadership Role While Performing a Supportive Function
- Module 5: Time management and self-management strategies
- Module 6: Building Relationship with Colleagues and Customers



WHO SHOULD ATTEND?

Company Secretary, Professional Administrator, Assistant Managers, Executive, Administrator and those who deal with stakeholders for Administrative Purposes.



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