

PEOPLE DEVELOPMENT: SECRETARIAL & CLERICAL EXCELLENCE



COURSE OVERVIEW

Most of their days incorporate tasks which are ad hoc; but this training will mould them to understand that there are many things in life that we are unable to control, or change, but the only thing we are able to manage, is our mind. The reason an average secretary would get rattled at the slightest challenge in life is poor mental conditioning. The mind is like a car which needs to be well oiled and constantly serviced. If we fill our minds with negativity, any amount of relaxation activities will not bear fruit. Hence, the crux of this training is to empower secretaries and administrators to realise that the rejuvenation happens from within. Clear thoughts leads to a focused mind, which operates at its optimum.

This course serves as a tool for the participants to understand the importance of their jobs, learn the cardinal rules of dealing with people, telephone etiquette, time management and a variety of other skills which improve their on-the-job performance. As a result, companies can ensure that their service standards will always be uniformly upheld, whilst boasting a superior five-star secretaries and administrative personnel.

OBJECTIVES

- Appreciate the importance of their role in the organisation
- Implement effective phone and email etiquette
- Manage personal change to achieve greater standards of professionalism
- Assume responsibility for their choices, attitude and behavior to build a powerful image and personality
- Foster an efficient and productive working relationship with their peers
- Create positive and lasting first impression to visitors
- Value the basic concepts of time
- Categorise themselves either as a monochronic or polychromic

COURSE OUTLINE

- Module 1: Personal Leadership & Mastery to Empower Yourself to Become a Top Class Secretary
- Module 2: Communicating Positively with Bosses & Colleagues
- Module 3: Managing Challenging Situations with Emotional Intelligence
- Module 4: Key Concepts for Successful Planning
- Module 5: Professional Etiquette for Secretaries

TARGET AUDIENCE

This workshop is designed for learners in secretarial, clerical and administrative roles, aspiring to mastery and innovation. Learning is pitched at a level to help the participants synthesise best practices into their work-life..

COMFORI SDN BHD

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