

CLERICAL DEVELOPMENT FOR ADMIN STAFF

Administration
and Customer
Service
Series

OVERVIEW

Organizations these days are physically run by middle level management. There is bulk of the work done by a large group of employees at this level. Most tasks and objectives are carried out successfully by this support team.

This programme is open to clerical staff that wants to improve continuous service standards. This program emphasizes on, the important but constantly taken for granted interpersonal skills, the alignment of organizational and personal goals, understanding supervisory functions and tasks. It also provides information about professional verbal and written communication.

WORKSHOP OBJECTIVES

- To build a working relationship with other
- To learn how communicate better with peers, subordinates and superiors.
- Learn how to handle visitors professionally
- To manage unproductive time and work
- To enhance telephone communication skills
- Learn basic of an efficient filing system
- Improve self-confidence and build a personality
- Be assertive when the need arises.

WHO SHOULD ATTEND?

- Clerical staff
- Receptionist
- Junior secretaries
- Admin & support staff



If you have any enquiries, please contact
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