

PROFESSIONAL DEVELOPMENT FOR EXECUTIVE SECRETARIES & ADMINISTRATIVE ASSISTANTS



COURSE OVERVIEW

Secretaries & Personal Assistants perform a variety of necessary administrative & clerical duties to ensure the smooth running of an organisation. Their contribution are acknowledged and should be given credit for the effort, perseverance and professionalism. With the theme of "Honouring The Backbone Of The Company", this 2 days course will enable participants to handle varied responsibilities in an efficient manner. It will explain the responsibilities of a Secretary & Personal Assistant, how to remember better during meetings, self - enrichment and how to deal with different / difficult people.

OBJECTIVES

- Clarify your role and prevent role conflict.
- Excel in working with peers, multiple managers & demanding clients.
- Make your job more meaningful, build trust and take charge of your growth and career plans.
- Brainstorm new ideas using mind maps.
- Organize your thoughts using thinking and planning maps.
- Develop an effective communication strategy with your boss and gain respect from other employees.
- Discover how to influence your boss.
- Priorities when working for more than one boss.

COURSE OUTLINE

- Module 1: Office Organization
- Module 2: Roles & Responsibilities Of A Secretary & Personal Assistant
- Module 3: Leadership & Delegation
- Module 4: Improving & Maintaining A Successful Relationship With Your Boss
- Module 5: Enhancing Communication Effectiveness
- Module 6: Creative Thinking & Problem Solving
- Module 7: Mind Mapping - Boost Up Your Memory
- Module 8: Secretary & Personal Assistant's Value

TARGET AUDIENCE

Executive Secretaries
Personal Assistants
Executive Assistants
Senior Secretaries
Administrative Assistants

COMFORI SDN BHD

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