



# GREATER PRODUCTIVITY THROUGH IMPROVED WORK PROCESSES

## Overview

As technology continues to expand in offices across the world, the role of the office professional has greatly evolved. Office automation and organizational restructuring have led administrative assistants to assume a wider range of new responsibilities once reserved for managerial and professional staff. Many administrative assistants now provide training and orientation for new staff, conduct research on the Internet, and operate and troubleshoot new office technologies. Administrative assistants today are responsible for a variety of administrative and clerical duties necessary to run an organization efficiently. This interactive 2 day program will help you meet all these challenges and transform you from an admin assistant to a knowledge assistant.

## At the end of the programme participant will be able to

1. Utilise the principles of project and time management to successfully manage your workload
2. Develop your administrative strengths
3. Develop effective communication skills
4. Gain confidence in making decisions
5. Understand what motivates people and how this can assist you in working with your team
6. Assess the importance of your organisation's culture and strategy to your role Choose the right words, style and tone.

## Who Should Attend?

- Administrative & Clerical

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- Info Sharing, discussion, role-play, presentation



If you have any enquiries, please contact  
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