

SHARPENING ADMINISTRATIVE REFORMATION PROGRAM (SHARP)

AVAILABLE FOR OFFLINE & ONLINE

A white, circular badge with a torn edge effect, containing the text "Administration and Customer Service Series" in a bold, black, sans-serif font.

Administration
and Customer
Service
Series

OVERVIEW

Current business trends and challenges have raised expectations for performance improvement, prompting organizations to maximize employees' capabilities and competencies to meet goals consistently. This drive applies across all employee levels, encouraging a shift from traditional roles to strategic functions. Developing multiple skills is essential, allowing employees to diversify their responsibilities and adapt to evolving organizational needs.

WHO SHOULD ATTEND?

- ✓ All Executives, Officers, Administrators and support Staff

OBJECTIVE

Understand current business challenges and their impact on customer expectations.

Develop proactive and creative performance improvement actions.

Step out of their comfort zone to foster strategic, out-of-the-box thinking.

Enhance interpersonal skills through NLP techniques.

Build self-empowerment to take charge of their responsibilities.

Improve work planning, prioritization, and effective stress management.