

SBL CLAIMABLE

OFFICE ADMINISTRATION SKILLS PROGRAM



OVERVIEW

Conflicts and stress are the elements that occur in life either at the workplace or outside the organisation. It occurred due to different kind of needs and expectations which normally creates conflicts within customers, next of kin, peer groups, colleagues, supervisors, subordinated, friends and even family members.

This repeated request program may assist and give guidelines to prevent and avoid the stress as well as conflicts which may cause pain in our lives.

OBJECTIVES

- Realize what are the components in the office administration and able to handle any tasks effectively
- apply ways how to avoid and prevent stress from controlling us
- use the time matrix and the art of questioning in accomplishing multi-tasking of work to be done
- enjoy life and become more positive and more meaningful

COURSE OUTLINE

- Managing time effectively may assist you to do task & avoid stress
- See things with positive mind
- Why stress can destroy us physically, mentally and spiritual?
- Effective Communication Skills
- Managing Stress via Building self Confidence & Excellence Team Spirit



WHO SHOULD ATTEND?

- Clerk
- Administrative Assistants
- Administrative Executives
- Office Administrators
- Frontlines



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