

**SBL CLAIMABLE**

# PEOPLE DEVELOPMENT - SECRETARIAL & CLERICAL EXCELLENCE



## OVERVIEW

Very often, secretaries and administrators are not told- they have one of the most, if not the most important job in the company. They are being entrusted to hold fort, and single-handedly manage the day to day operations and tasks of the company's top leadership.

Most of their days incorporate tasks which are ad hoc; but this training will mould them to understand that there are many things in life that we are unable to control, or change, but the only thing we are able to manage, is our mind. The reason an average secretary would get rattled at the slightest challenge in life is poor mental conditioning.

## OBJECTIVES

- Appreciate the importance of their role in the organisation
- Implement effective phone and email etiquette
- Manage personal change to achieve greater standards of professionalism
- Assume responsibility for their choices, attitude and behavior to build a powerful image and personality
- Foster an efficient and productive working relationship with their peers

## COURSE OUTLINE

- Personal Leadership & Mastery to Empower Yourself to become a Top Class Secretary
- Communicating Positively with Bosses & Colleagues
- Managing Challenging Situations with Emotional Intelligence
- Key Concepts for Successful Planning
- Professional Etiquette for Secretaries



## WHO SHOULD ATTEND?

This workshop is designed for learners in secretarial, clerical and administrative roles, aspiring to mastery and innovation.

Learning is pitched at a level to help the participants synthesise best practices into their work-life.



**COMFORI SDN BHD**

E-02-03, East Wing,

Subang Square Business Centre Jalan SS15/4G,  
47500 Subang Jaya, Selangor Malaysia

If you have any enquiries, please call us at  
**03-56213630** OR email to **info@comfori.com**

