

**SBL CLAIMABLE**

# PROFESSIONAL DEVELOPMENT FOR EXECUTIVE SECRETARIES & ADMINISTRATIVE ASSISTANTS



## OVERVIEW

Very often, executive secretaries, administrators & clerical personnel 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. This course serves as a tool for the participants to understand the importance of their jobs and a variety of other skills which improve their on-the-job performance.

## 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

- Module 1 :Personal Leadership & Mastery to Empower Yourself to Become a Top Administrative Personnel
- Module 2: Communicating Positively with Bosses & Colleagues
- Module 3: Managing Challenging Situations with Emotional Intelligence
- Module 4: Key Concepts for Successful Planning
- Module 5: Professional Etiquette for Administrative Personnel
- Module 6: Customer Needs



## 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**

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