

# OFFICE MANAGEMENT & EFFECTIVE ADMINISTRATION SKILLS



VENUE: Kota Bharu, Kelantan | Date: 17 & 18 July 2017 | Time: 9:30am – 5:30pm

Having effective administrative skills is essential in today's work environment. Being organized, punctual, and effective in your communication skills, both written and verbal are crucial if you want to achieve your goals in any endeavour you pursue. The current business environment is filled with many sources of information which tends to outweigh and challenge one's tasks & decisions. Our office administration course allows you to take that information and analyse it, prioritize it, and process it to the extent where value is achieved for the organization. Designed to help professionals develop good administrative skills, our office administration course also helps significantly reduce the risk of "things falling through the cracks." Our office administration course helps professionals hone their administrative skills to spot potential problems, overcome obstacles, and leverage resources effectively.

## WHO SHOULD ATTEND

- Office managers
- Supervisors
- Administration management
- Secretaries
- Support Staff
- PA's (Personal Assistants)
- Business Owners and Managers who have responsibility for managing offices.
- People who wish to gain professional skills in office management & administration
- Those who wish to pursue a career in this area.

## ENTRY REQUIREMENTS

No previous experience or qualifications are necessary to commence the course.

## COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Define and understand the role of the office manager and administrator
- Implement verbal and written communication strategies needed for carrying out responsibilities in an effective manner
- Develop a service attitude and mindset aimed at the internal and external customer
- List the main causes of stress and apply the techniques needed to control them
- Apply time management techniques required for better office productivity
- Organize meetings effectively
- Managing files, documents & record efficiently

**PILAH TRAINING** (NS0115006-X)

No. 642 Jalan Baiduri 3, Taman Bukit Intan, 72000 Kuala Pilah, Negeri Sembilan

Mobile No: +60196103684 | E-mail: admin@pilahtraining.com | <http://pilahtraining.com> | <https://facebook.com/PilahTraining>

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## ORGANIZATIONAL IMPACT

Employees who attend this seminar will add value to their organization by being empowered to implement the following skills:

- A more proactive outlook
- Increased creativity and productivity
- Motivation and customer focus.
- Reduced absenteeism through an ability to manage and reduce stress
- Increased self-awareness and interpersonal skills
- Better time management

## PERSONAL IMPACT

Delegates who attend this course can expect to develop:

- An increase in motivation and self confidence
- An in-depth understanding of different management styles and how to work with them
- The ability to be more self-aware and manage workplace stress
- Excellent communication skills
- Effective presentation skills and advice on controlling nerves
- Organization skills and an understanding of the importance of time management

## COURSE OUTLINE

### PART 1: UNDERSTANDING & CONTROLLING THE WORK LIFE

- A. Understanding and clarifying purpose, vision and mission
- B. External and internal customer service
- C. The secret to working smarter rather than harder
- D. Controlling, prioritising and organising your work
- E. Gaining an insight into your strengths and weaknesses
- F. Making your office user friendly and efficient

### PART 2: ESSENTIAL ADMINISTRATIVE SKILLS

- A. Mind Mapping Techniques
- B. Right brain/left brain theory
- C. Planning and Problem solving skills
- D. Managing meetings effectively
- E. Working with more than one manager

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## PART 3: COMMUNICATION SKILLS

- A. Communication Styles and when to use them
- B. Communicating with Confidence
- C. Win-win conflict resolution
- D. Understanding and using body language
- E. Understanding gender differences in communication
- F. Understanding different personality types and how to deal with them

## PART 4: BE A PROFESSIONAL ADMINISTRATOR

- A. Listening skills – seek first to understand then to be understood
- B. Creating a professional image
- C. Leadership skills
- D. How to make presentations with confidence and power
- E. Painless methods for giving corrective feedback
- F. Best practices for delivering positive feedback
- G. Understanding the main causes of stress
- H. How to build self-confidence and strengthen the ability to respond to difficult situations
- I. The essential skills of emotional intelligence
- J. Using emotional intelligence at work
- K. Becoming a more proactive, responsible and self-aware person

## PART 5: ORGANIZING MEETINGS

- A. Elements of an effective meeting
- B. Preparing the agenda
- C. Meeting common time wasters
- D. Taking minutes of meetings
- E. Responsibilities of meeting leaders and participants

## PART 6: ORGANIZATIONAL SKILLS

- A. Filing, documenting and recording system
- B. Classification, opening & closing files
- C. Document & record management
- D. Disposal of records
- E. Prevention for records
- F. Tools for document & record management
- G. Disaster plan

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**TRAINING DURATION:** 2 days

## REGISTRATION & PAYMENT

To join this training, please complete the Registration Form attached, scan and email the completed form to our email – admin@pilahtraining.com

Normal training fee is RM1,300 per person.

**PROMOTION: Please refer to Registration Form on the next page.**

Training fee includes:

- Certificate of Attendance
- Training materials
- Notes
- Writing materials
- Drinking water with mints
- Morning tea/coffee
- Lunch
- Afternoon tea/coffee

Full payment for training fee is required together with the registration. Please make payment via direct bank-in or electronic fund transfer to:

**Bank : CIMB Bank Berhad**

**Acc holder : PILAH TRAINING**

**Acc no : 8006999577**

**SWIFT Code : CIBBMYKL**

**Branch : Kuala Pilah, Negeri Sembilan**

Notify us immediately with the payment slip attached.

**Training fee is NOT claimable from HRDF.**

## OTHER INFORMATION

- Accommodation and transportation are not provided.
- Training material will be in English. Lecture & activities will be in English & Malay.
- Training methods: lecture, group discussion, presentation, role play, video and contents sharing.
- Please bring own electronic storage (thumb drive/portable hard disk etc.)

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**REGISTRATION FORM** | To book your place on the training, please complete this Registration Form and e-mail it back to us. Your place is confirmed upon full payment made. Our e-mail is [admin@pilahtraining.com](mailto:admin@pilahtraining.com).

NORMAL TRAINING FEE: **RM1,300 per person** (**NON-CLAIMABLE FROM HRDF**) includes certificate of attendance, notes, training materials, morning tea/coffee, lunch, afternoon tea/coffee.

## **PROMOTION:**

- EARLY REGISTRATION PAYMENT:** 10% discount if payment made three weeks before the training date.
- GROUP DISCOUNT:** 5% discount on 3 or more participants.

**Company/Organization Name:** \_\_\_\_\_

**Full Address:** \_\_\_\_\_

## **Person Making this Booking**

Full Name: \_\_\_\_\_ Position: \_\_\_\_\_

E-mail: \_\_\_\_\_ Tel No: \_\_\_\_\_

## **Person Responsible for Invoice (if different from above)**

(We will e-mail the invoice once we received this completed enrollment form)

Full Name: \_\_\_\_\_ Position: \_\_\_\_\_

E-mail: \_\_\_\_\_ Tel No: \_\_\_\_\_

## **Participant(s) Details (Person attending the training)**

(To register additional participant, please complete the information on separate enrollment form)

Name: \_\_\_\_\_ Position: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Mobile No: \_\_\_\_\_

Disability (if any): \_\_\_\_\_ Vegetarian:  YES  NO

## **Authorized by:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

E-mail: \_\_\_\_\_

Tel No: \_\_\_\_\_

Signature: \_\_\_\_\_

Company Stamp: \_\_\_\_\_

**PAYMENT TERMS AND CONDITIONS** Full payment must be made together with the registration. For an organization who needs invoice for payment purposes, an invoice, including our banking details, will be issued once your completed registration form has been received. Full payment must be received at least 7 days before the event date.

**CANCELLATION AND TRANSFER POLICY** Full refund for cancellations received four weeks prior to the course. A substitute delegate is welcome for delegates who have already booked and paid.

PILAH TRAINING reserves the right to cancel or postpone the event, in which case delegates will be refunded in full but shall not otherwise be entitled to any compensation, costs, travel expenses, losses or damages arising from such cancellation.

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