

ADMINISTRATIVE SKILLS & SUPPORT DEVELOPMENT

INTRODUCTION

Administrative and support staffs are essential to managers and their productivity and quality of work plays a crucial role in ensuring organization success. Staffs are expected to perform efficiently and effectively and hold the responsibility to be professional, competent and to add value to the organization with their behavior and commitment. This program emphasize participant to work better and able to support their superior and their organization's goals, adapt to various communication styles to successfully influence and work with your superior and others, establish trust, credibility and authority to strengthen your relationship with your superior. Office administration skill development is a process that entails administrative staff to be updated in office administrative practices and skill in managing their work which includes, not only their administrative skill but also their interpersonal skill in communication and strengthening relationship.

COURSE CONTENTS

WORKING WELL WITH OTHERS

- Define your Roles
- Understanding and Supporting your Boss
- Relationship Building

COMPETENCIES OF TODAY'S ADMINISTRATIVE PRACTICE

- Effective Goal Setting
- Prioritizing, Planning and decision making
- Effective vs Ineffective

ADMINISTRATIVE EXCELLENCE

- Managing Time
- Managing Information
- Initiative and exceeding the expectation

COMMUNICATION

- Listening
- Feedback, Questioning Skills and Gathering Information

SHOWING PROFESSIONALISM AND DELIVERING GREAT SERVICE

- Adapting the RIGHT Attitude – The Key to SUCCESS
- Effectively use time and get more things done in a day

WHO SHOULD ATTEND

Human Resource and Administrative Personnel. Supervisors, Senior and Mid-Level Executives / Officers. Administrative and support staff who wants to be able to deliver quality and timely service and to develop high productivity skills.

Duration

2 days

SSTC Member
RM 742.00

Non SSTC Member
RM 795.00

SME
Training Grant
RM 238.50

*all rates are inclusive
of 6% GST

For more information or registration, contact:

Sabah Skills & Technology Centre

No. 8, Jalan 1C, KKIP Selatan, Industrial Zone 1 (IZ1), KKIP, 88460, Kota Kinabalu, Sabah

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VISIT OUR WEBSITE at: <http://sstc.org.my>



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RESOURCE PERSON

Elaine Kong is an associate trainer of GEM Consultancy Sdn Bhd. She has been committed to learning and development consultancy for the past thirteen years. She concentrates her efforts on identifying and implementing successful solutions for organizations by developing entrepreneurial strategists, execution evangelists and productivity junkies. Participants at various levels find her training practical and useful, thus creating a conviction in them to implement what they have learned.

Elaine develops and facilitates training programmes such as Business Writing and communicating with different personality types, Achieving Results, Organizing yourself and your time, GREAT Achievers, Relationship Selling, Team-development, Effective Communication and GREAT Customer Service. Elaine holds a BA in Accounting and Financial Analysis (UK), an MBA in Human Resource Development (UK) and the Certificate in the Teaching of English for Business. Due to her interest in training and development, in 1996 she became a certified Workplace Trainer and CBTE Curriculum Designer and Developer (Australia). Since 2003 she is also a certified user for the Myers Briggs Type Indicator psychometric test. Currently she is pursuing her distance DBA with European University. She has designed and delivered learning support for Sime Darby Malaysia, KL Golf and Country Club, Subang Jaya Medical Centre, EON Bhd, Tractors Malaysia, PROLINTAS, Sime Rengo, GSC Cinemas, Shell IT Malaysia, EON Bank, Hong Leong Bank, Alliance Bank, Ministry of Education's Special Needs Teachers, Country Heights, Informatics Group, PHN Industry and Dunlop Slazenger and Sutera Harbour group. She is also a licensed facilitator for Change Lever International, namely to deliver Making Learning Happen, Leveraging Results from Learning and Service Leverage.

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