

# The *Executive Secretary,* **PA's & Office Professionals**



**In Action**



Date : 5 – 6 MARCH 2012  
RIVERSIDE MAJESTIC HOTEL, KUCHING

Date : 8 – 9 MARCH 2012  
COURTYARD HOTEL, KOTA KINABALU

Date : 22 – 23 MARCH 2012  
GRAND DORSETT HOTEL, SUBANG

Executive Development Series

Time : 9.00 am - 5.00 pm

## About The Course

*The Executive Secretary, Personal Assistant & Office Professionals In Action* is a two-day highly interactive training program that focus on improving the professionalism & conduct of an office worker in managing the rising challenges of today's corporate work environment.

This course is highly pragmatic and will focus on " what will work ". Learn from us on how to improve office work productivity, deal with stress at work, improve better working relationship with your boss/peers & with manage time more effectively.

This course will also be beneficial for administrative support staff who need to understand the importance of working independently with minimum supervision.

At the end of the course, participants will be able to develop higher sense of motivation and enhance their professional skills at work particularly in delivering superior quality support services each time, every time.

*You will learn how to :*

- *be The VOICE of your boss.*
- *manage and get thing done in a speedier manner than ever.*
- *work with departmental head & co-workers with clear expectation, effectively and efficiently.*
- *proactively deal with protocol & clients management.*
- *develop positive working attitude & contributing to organization goal.*

### Target Audience

Executive Secretary, Managers of CEO's office, Personal Assistant to GM & Departmental Head, Administrative Supporting Staff across all functional areas e.g human capital, production, marketing, customer service, purchasing, finance, distribution & engineering within the service, sales support & manufacturing industry.

### Course Fee

RM 1390 / participant inclusive course materials, lunch, tea-breaks & certificate of attendance.

### EARLY BIRD

**Discount** RM 1290 / participant for registration & payment received 3 weeks before course date.

## Responsibilities Of Secretary, PA & Office Professionals

- Professional Traits And Qualities
- Business Ethics
- The Difference That Makes The Difference

## Improving Output / Productivity

- Quality & Quantity Control
- Attitude & Competency Check
- Effectiveness Vs Efficiency

**Two-day Program Outline**

## Practical Tips At Work

- Mirror Mirror On The Wall
- Grooming Factor
- Dealing With Gossips @ Work
- Managing Office Politics
- EQ & Stress Management



## How To Stay Organised

- Work Plan & Follow Up
- Sorting Priorities
- Managing Deadline
- Time Management
- Coping With Special Projects

## Managing Incoming & Outgoing Communications

- Managing Office Mail : Electronic & Paper
- Developing Filing Systems
- Tips In Arranging Meetings & Travel
- How To Deal With Protocol / Client Management
- Great Ways To Remind People

## Enhancing Better Working Relationship

- Understanding Your Boss Character
- Boss Leadership Style
- The Drawing Line
- How To Earn Trust
- Confidentiality Issue
- Managing Your Boss Expectation



## About The Facilitator

Chiang PH is an industry specialist in the areas of administrative, human resources and corporate sales management. She has 20 years of working experience that comes from diversified industries which include semiconductors, insurance, manufacturing multi-level marketing, property development, consumer retail and international trading.

Chiang PH is currently a life coach and a certified PSMB trainer specialised in administrative office management, customer relationships & marketing management. Her wealthy working experience with various multinational companies which includes American, Japanese, German & Chinese has made her to be truly versatile and adaptable person in the corporate world.

She has excellent communication skills and speak with confidence. Her enthusiastic energy & unique style in training that focus on practical approach (non theory based) always command high rating score and continual praise from her audience.



## Registration Form

**The Executive Secretary, Personal Assistant & Office Professionals In Action**

**Fax to 03 563 52 520**

Choose Location ( Tick where appropriate )

- KUCHING, Riverside Majestic Hotel | 5 - 6 March 2012
- KOTA KINABALU, Courtyard Hotel | 8 - 9 March 2012
- SUBANG JAYA, Grand Dorsett Hotel | 22 - 23 March 2012

Time 9.00 am – 5.00 pm

Name of Company \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Person \_\_\_\_\_

Job Title \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Name of Participants: (Write In block letter)

\_\_\_\_\_ Job Title \_\_\_\_\_

\_\_\_\_\_ Job Title \_\_\_\_\_

\_\_\_\_\_ Job Title \_\_\_\_\_

\_\_\_\_\_ Job Title \_\_\_\_\_

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