

# Administrative Development Program

(Bahasa Malaysia)

for All clerical and administrative staff who are responsible for improving office productivity



**20 & 21 September 2016 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya**

A supportive and effective clerical and administrative system in a company can do wonders to reduce the workload of not only the clerical or administrative staff but also the executive and managerial staff. With this in mind, sufficient coaching and training to increase the supportive staff's capabilities and skills must be introduced to allow the middle and upper management staff to concentrate more on their main functions. This would allow for the improvement of the company's overall efficiency level.

<b>Learning Objectives/Outcomes</b>	<b>100% SBL claimable</b>
<ul style="list-style-type: none"> <li>✓ To understand the clerical role and responsibilities</li> <li>✓ To learn the essentials of providing quality customer service and create win-win situations for all</li> <li>✓ To develop interpersonal skills of working with the boss, superiors and colleagues</li> <li>✓ To manage work flow by prioritizing tasks and paperwork and planning a practical work schedule</li> <li>✓ To obtain practical office communication skills and enhance working relationships</li> <li>✓ To develop skills for greater efficiency and productivity</li> </ul>	<p><b>Normal Fee: RM900</b> per participant</p> <p>Register by <u>07 Sept 2016</u>, or Group of 2 or 3 Participants: <b>RM820/participant</b> Group of 4 or 5: <b>RM780/participant</b></p> <p><i>Certificate of participation will be awarded upon completion of the program</i></p>

<b>Program Outline</b>		
<p><b>The Clerical And Administrative Role In Today's Environment</b></p> <ul style="list-style-type: none"> <li>• The Changing nature of organizations</li> <li>• The Challenges of effective administration</li> <li>• Essential skills required to excel in your job function</li> </ul> <p><b>Personal Image And Work Etiquette</b></p> <ul style="list-style-type: none"> <li>• How Others perceive you?</li> <li>• The professional image</li> <li>• What is good work etiquette?</li> </ul> <p><b>Working with Superior and Colleagues</b></p> <ul style="list-style-type: none"> <li>• Enhance your interpersonal skills</li> <li>• The art of getting along with others</li> <li>• Handling different personalities of superiors</li> </ul>	<p><b>Applying The Principle of Management</b></p> <ul style="list-style-type: none"> <li>• The Basic principle of management</li> <li>• Applying, planning, organizing, delegating and controlling office management</li> <li>• Key Success Factors</li> <li>• Planning and prioritising work</li> </ul> <p><b>Office Communication Skills</b></p> <ul style="list-style-type: none"> <li>• Improving speaking and listening skills</li> <li>• Telephone manners and courtesies</li> <li>• Handling email and other forms of correspondence.</li> </ul>	<p><b>Managing Your Workflow</b></p> <ul style="list-style-type: none"> <li>• Principles of filing systems and records management</li> <li>• Planning and Organizing your work</li> <li>• Urgent vs important matters</li> </ul> <p><b>Excel In Your Career</b></p> <ul style="list-style-type: none"> <li>• Renew your work attitude</li> <li>• Managing your time</li> <li>• Motivating yourself</li> </ul> <p><b>Managing Your Time</b></p> <ul style="list-style-type: none"> <li>• Principle of time management</li> <li>• Time wastage</li> <li>• Costing your time</li> <li>• Creating log book</li> <li>• Plan your work – to do list</li> <li>• Prioritizing your work – urgent vs important</li> </ul>

**The Trainer**

**Ms Lee Mee Lin**, who has more than 24 years of experience in training & development, is a corporate trainer for many organizations in Malaysia, Singapore, United States, Australia, Japan, Korea, China & Batam. She has lectured with various leading colleges and teaching institutes and her participants include Front-liners, Engineers, Executives and Supervisors from the corporate and private sector. She also conducts training programs for in-house and public programs for many organizations in Malaysia and overseas. Ms Lee is currently a Global Learning and Development Manager for an international organization where she worked closely with all departments and all level of employees to ensure best quality product achieved to customers and all employees are fully trained. Ms Lee has been a HR practitioner for the last 17 years.

She holds a MBA from University Portsmouth, UK and is a certified trainer from IPD, UK. She is also a certified Safety & Health Officer from NIOSH and certified trainer of IPC Revision D from IPC, Australia. Her training expertise includes Leadership Skills, Teambuilding, Motivation, Time Management Skills, Technical Report Writing, 7 QC Tools, Presentation Skills, Supervisory Program, Interviewing Skills, 5S Program, IPC Training, Clerical and Personal Development, Communication Skills and Safety & Health Program among others. She presents her courses based on her many years of first-hand training experience with staff at various levels and conducts her courses in both Bahasa Malaysia and English with ease. Her training is always lively and fun.

For **Registration Form**, Contact Miss Ng or download from [www.XcelLearn.com](http://www.XcelLearn.com)

Customised In-house training also available.



**04 – 640 1616**



**cschong@xcellearn.com**

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**“Excel in Learning for Superb People and Organisation Performance”**

Reply To: **XcelLearn Resources Bhd**

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### REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

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

Company Address \_\_\_\_\_  
\_\_\_\_\_

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

Designation \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Nature of Business \_\_\_\_\_

Enclosed is the Cheque (No: \_\_\_\_\_) of RM \_\_\_\_\_, crossed and made payable to **“XCELLEARN RESOURCES BHD” (AmBank (M) Berhad A/C No: 093-201-200414-5)**.

Do you need us to assist you on the booking of hotel accommodation? Yes

Yes

No

If yes, please specify:

Check-in Date \_\_\_\_\_

Check-Out Date \_\_\_\_\_

\* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on check-in date.

### Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to HRDF for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **“XCELLEARN RESOURCES BHD” 1 WEEK BEFORE** training.
5. **XcelLearn** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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