



## CLERICAL, ADMIN & OFFICE MANAGEMENT SKILLS

27<sup>th</sup> & 28<sup>th</sup> AUGUST 2015  
ARMADA HOTEL, PETALING JAYA

100% HRDF  
CLAIMABLE

GROUP  
DISCOUNT  
AVAILABLE

### INTRODUCTION

The business world is changing at a faster rate than ever before. Good support staff are an organization's premium. Those that can adapt themselves cope with the increasing changes and acquire relevant new skills will make a positive contribution to meeting the goals and objectives of the organization.

### OBJECTIVE

- Acquire professional attitudes to tackle their jobs with excellence
- Cut down unproductive time and increase quality hours
- Build good rapport with others, internally and externally
- Accomplish more with effective planning and prioritizing workload
- improve on your writing skills
- understanding self to understand others

### PROGRAM OUTLINE

DAY 1	DAY 2
<p>Module 1 - YOUR ATTITUDE, ROLE, RESPONSIBILITIES AND CHALLENGES</p> <ul style="list-style-type: none"> <li>• You are important</li> <li>• The value of Planning- short and long term goals</li> <li>• Shaping successful attitudes at work</li> <li>• Building a positive image of your self and company</li> <li>• Understanding the expectation of superiors</li> <li>• Organizational change and how it affects you</li> <li>• Winning your boss's confidence and recognize his goals</li> </ul>	<p>Module 4 – COMMUNICATE TO DEVELOP RELATIONSHIP</p> <ul style="list-style-type: none"> <li>• the communication process</li> <li>• Activity - Barriers to effective communication</li> <li>• basic communication principles</li> <li>• NLP communication model</li> <li>• Non verbal communications</li> <li>• good communication techniques</li> <li>• handling your boss</li> </ul>
<p>Module 2 - MANAGE QUALITY, TIME AND PRIORITIES EFFECTIVELY</p> <ul style="list-style-type: none"> <li>• What is quality</li> <li>• how to create quality</li> <li>• Exercise on setting priorities</li> <li>• Simple organizing skills – 5S</li> <li>• 2 quality concepts</li> <li>• Quiz – time management</li> <li>• time management tools</li> <li>• time management techniques</li> <li>• Activity on time management</li> </ul>	<p>Module 5 – PROFESSIONAL ETIQUETTE</p> <ul style="list-style-type: none"> <li>• The Importance of Manners and Etiquette</li> <li>• Making Correct Greetings and Introductions</li> <li>• Courtesies and Social Skills of the Business World</li> <li>• Role play – practice your social skills</li> </ul>
<p>Module 3 – UNDERSTANDING YOUR ORGANISATION</p> <ul style="list-style-type: none"> <li>• Common challenges faced by admin and office staff</li> <li>• understanding manpower utilization</li> </ul>	<p>Module 6 – BUSINESS WRITING SKILLS</p> <ul style="list-style-type: none"> <li>• The 6C's of business writing</li> <li>• Clarity</li> <li>• Coherence</li> <li>• Concise</li> <li>• Correctness</li> <li>• Completeness</li> <li>• Context</li> <li>• Memo writing and format</li> </ul>

- getting staff engaged through mission and corporate values
- importance of workflow
- group activity – redesign a workflow process

- Art of writing good emails
- Exercise – writing email

#### Module 7 - BUILDING SELF CONFIDENCE

- How to change your attitude
- Accepting responsibility
- change your thinking
- Managing your self talk
- Choosing your behaviour
- Understanding your mind – 4 brain states
- Activity – altering mind states through brain entrainment technology

## TRAINER'S PROFILE

**RAIS RAJAN** holds an MBA (Merit) from University of Bath, UK, a Bachelors Degree with Distinction in Business Administration from RMIT University, Australia and a Diploma in Banking & Finance from Institute Bank-Bank Malaysia. Rais Rajan is a management consultant and a certified corporate trainer. He specializes in the areas of Strategic Direction, Performance Management, Balance Scorecard, Presentation skills and Train-the-Trainer programmes. He has more than 15 years of experience in the education, HR and training industry. He has lectured and offered training in leading institutions and multinational organizations. To date he has personally delivered more than 300 training programmes (ranging from Strategic Direction workshop to Clerical skills) with participants comprising CEO's, senior managers, executives, right down to clerical and support staffs. Having been in HR and training, customer service and marketing for an international organization, he imparts the essential skills and knowledge that are essential to ensure the highest quality of service to customers while maintaining professional business etiquette. In addition he regularly conducts complementary tea talks for various companies and has written articles for the Malaysian Institute of Management E-newsletter. Some of the valued companies he has had the opportunity to work with include IBM Malaysia, Petronas, Shell Malaysia, Selangor Turf Club, Bernama News Agency, Maybank, Bumiputra-Commerce Bank, RHB Bank, Bank Rakyat, MNI Insurance, MCIS Zurich, AmAssurance Bhd, Maybank Fortiss, Malaysian Alliance Assurance, Pan Global Insurance, Telekom Malaysia, DRB-Hicom, Perodua Manufacturing, Proton Tanjung Malim, Tenaga Nasional Bhd, Leader Cable Berhad, Elken Sdn Bhd, He sat in the Board of Examiners, Malaysian Institute of Management (MIM). He was a project supervisor for MIM and also lectured on its Diploma programmes and degree programmes (RMIT University). He also lectures for IPD-Open University and University Malaya Continuous Education Programme (UMCEED) Executive Diploma programmes. He also delivers certificate programmes on behalf of the Institute of Leadership Management (UK) for ILM clients in Malaysia. Rais Rajan's whose personal mission is to improve workplace dynamics, is well known for his practical, dynamic and lively sessions. He achieves his objectives and mission through challenging interactive sessions with participants, role plays, simulations, video presentations and case studies, thus consistently receiving excellent feedback from participants..

## Methodology

This workshop incorporates experimental learning, mini lectures, short inspirational stories, group discussion role-playing and activities.

### TRAINING FEE

- 2 - Day training @ **RM 1, 550.00** per delegate
- Group Discount Available

## KNOWLEDGE EVOLUTION SDN BHD

5A Jalan Bukit, Section 11/2, Petaling Jaya, Selangor Malaysia

Tel: 03-79312772 Fax: 03-7960 3872

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# REGISTRATION FORM

(CLERICAL, ADMIN & OFFICE MANAGEMENT SKILLS)

> 2 - Day training @ **RM 1, 550.00** per delegate

> Group Discount Available

**Method of payment:**

Crossed Cheque / bank draft to be made payable to "Knowledge Evolution Sdn Bhd" and courier to **5A Jalan Bukit, section 11/2, Petaling Jaya, Selangor Malaysia**

Please Complete this form and FAX it to

**NO: +603 7960 3872.**

**Cancellations & Substitutions:**

Cancellations of registrations must be made in writing. If cancellations received one week before the event i.e. **17 AUGUST 2015** you will be entitled to a 50% refund. Due to contractual commitments no refund, will be made after **18 AUGUST 2015**; however a complete set of documentation will be sent to you. Substitutions are welcomed at any time.

**Note:** It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue, every effort will be made to inform the participants of the change.

Please contact **Racine/Erma** at **603-7956 4772**

**603-7960 3772** or email to

[noorermanita@knowledge-evo.com](mailto:noorermanita@knowledge-evo.com)

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Designation & Email: \_\_\_\_\_

Participant 2: \_\_\_\_\_

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Participant 3: \_\_\_\_\_

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**KNOWLEDGE EVOLUTION SDN BHD**

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