

THE CERTIFIED ADMINPRO IN MANAGEMENT[®]



Administrative Professionals help their bosses and their organisations manage everyday surprises and juggle multiple tasks at once- Get up-skilled and certified with our Certified AdminPro programme. This intensive learning experience is the culmination of over two decades of research on the learning needs of administrative professionals. After the programme, you will be ready to face any challenges you encounter in your professional life.

Best of all, you will be certified by a prestigious institution of higher learning as proof of your administrative prowess. This alone will do wonders for your resume on top of all the skills and knowledge you will gain.



**Excellence is doing ordinary things
extraordinarily well.**

-John W. Gardner-

ORGANISED BY



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CERT. NO.: 00103



CERTIFIED BY



Management is frequently described as the art of getting work done through others to accomplish goals and objectives using available resources effectively and efficiently. This requires a set of skills and competencies that administrative professionals can develop to extend their influence, meet their manager's expectations, create a professional image, take responsibility, generate ideas creatively, solve problems, resolve conflicts, plan current and future activities and finally be a springboard for continuous improvement. If you are in the role of a secretary, personal assistant or an administrative professional, you'll find this workshop to be essential for your present job and critical for your career prospects.



PROGRAMME DETAILS

OVERALL OBJECTIVES

- How to manage your work priorities
- How to apply Daniel Goldman's, 3 areas of focus management at work
- How to plan your work for effectiveness
- How to generate ideas and solve problems creatively and confidently
- Discover tools to assess and prioritise ideas for decision making
- Cultivate leadership qualities to get more done through delegation
- How to enhance the power of EQ maturity
- Communicate assertively to obtain commitment and results
- How to work with difficult people and deal with conflicts
- Keep abreast with your professional development and progress through continuous improvement
- How to stay poised, confident and professional in any situation

OVERALL LEARNING OUTCOMES

- Identify your work priorities and set weekly action plans
- Instill the habit of focus management to be more productive at work
- Define and practise lateral thinking skills
- Use brainstorming techniques to generate ideas
- Apply 2 tools to assess and prioritise ideas for decision making
- Demonstrate leadership qualities in the workplace
- Explain the 5 elements of EQ maturity
- Use the power of questioning to obtain results from people
- Apply the 6 strategies in dealing with difficult people at work
- Use the 4 step Deming quality model for continuous work improvement

LOCATION

• Kuala Lumpur/Selangor • Kuching

DURATION

(2 + 1 Days); total 3 days

TIME

8.00 a.m. - 5.00 p.m.

DATES & VENUE

Please refer to attached registration form. You may also email to mrs@mrstraining.com or Whatsapp 013-810 3838 for more details

COURSE TARGET BENEFICIARIES

Secretaries, Personal Assistants, Administrative Assistants, Executive Assistants, Administrators, Executive Secretaries, Office Assistants, Private Secretaries, Administrative Clerks, General Clerks, Technical Assistants, Admin Supervisors, Administrative Officers, Administrative Executives, Administrative Managers, and all administrative related professionals.

ADMISSION REQUIREMENTS

- Possess a recognised Diploma or Degree in any discipline from Institutions of Higher Learning or Universities with at least one (1) year working experience
- Any individual who is interested in acquiring in-depth knowledge of administrative skills with at least two (2) years working experience



Course Assessment

The Certification Programme is designed to give the participants an enhanced learning platform through the use of a variety of activities; individual and group exercises, questioning and answering opportunities, presentations, role plays and video sessions. These sessions will be intensively interactive to optimize the experiential learning process. Each participant will leave with a personal development plan on how they can apply their learning. The Certification Programme adopts a blended learning style to get participants to be highly involved in the training session. The programme comprises of 30% theory and 70% hands-on practical sessions.

ASSESSMENT

- Diagnostic Assessment
- Formative Assessment
- Summative Assessment

POST TRAININGS

- Level 1: Reaction
- Level 2: Learning
- Level 3: Behaviour
- Level 4: Results



LEARNING STRATEGIES


- Short Lectures
- Case Studies
- Multimedia Presentation & Review
- Scenario Thinking
- The Dunn & Dunn's Learning Styles
- SWOT Analysis

EVALUATIONS

- Pre-Tests
- Post-Tests
- Progress Tests
- Quiz
- Final Test

ACTIVITIES

- Role Plays
- Experiential Indoor Activities
- Group Discussion & Presentation
- Brainstorming
- Gallery Walk / Group review



Language of Instruction

English
Bahasa Malaysia
(English proficiency will be an advantage)



Certification Assessment

Individual Assignment : 40%
Final Test : 30%
Class Activities : 30%



Grading System

Excellent : > 85%
Good : 70 - 84%
Average : 60 - 69%
Pass : 50 - 59%
Not Competent : < 50%



Stay Positive!

COURSE CONTENT

Management Skill 1

Managing Personal Work Priorities and Focus Management

Objective

To manage work priorities and task focus

Learning Outcome

Use the 80:20 principle for task prioritisation
Instill the habit of focus management

Management Skill 2

Planning for Work Effectiveness

Objective

Understand the "why" and "how" of planning

Learning Outcome

Use the weekly action plan worksheet, SWIH and gantt chart for planning

Management Skill 3

Generating Ideas Creatively

Objective

Enhance lateral thinking skills

Learning Outcome

Demonstrate 2 types of brainstorming techniques
Apply 2 tools to prioritise and assess ideas

DAY 1

Management Skill 4

Cultivating Leadership Skills

Objective

Understand and demonstrate leadership qualities at work

Learning Outcome

Learn to self-lead and to lead colleagues

Management Skill 5

EQ Management for Success

Objective

To enhance EQ maturity

Learning Outcome

Explain the 5 elements of EQ maturity

Management Skill 6

Solution-Focused Communication Skills

Objective

Communicate assertively to obtain commitment and results

Learning Outcome

Practise the art of solution-driven questioning skills
Dealing assertively with your boss without causing offence

Briefing for individual assignment paper

Break for individual assignment

DAY 2

Management Skill 7

Dealing with Difficult People at Work

Objective

How to deal with difficult people

Learning Outcome

Apply 6 strategies to deal with difficult people at work

Management Skill 8

Facilitate Continuous Improvement

Objective

Keep abreast with professional development

Learning Outcome

Apply the 4 steps of Deming quality model

Afternoon

Final written assessment test

DAY 3

Post Training Analysis | To Measure Program Effectiveness

At MRS, one of our core corporate beliefs is to provide training that **Delivers Results**. We want to ensure that clients gain returns from their time and money invested in our training. One of the methods we measure this is by observing participants' ability to integrate and apply learnt theories in their workplace. As part of our continuous service improvement, a post course online survey was further incorporated for all completed 6 batches 2-3 years after completion of training. This was done to measure results by incorporating 3 core components:

a) Skills Gained & Currently Applied

Did the participant grow as an individual and employee in skillset & is she/he currently utilising these to serve the organisation?

b) Increased Responsibilities

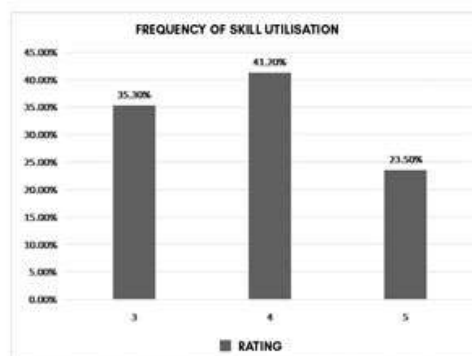
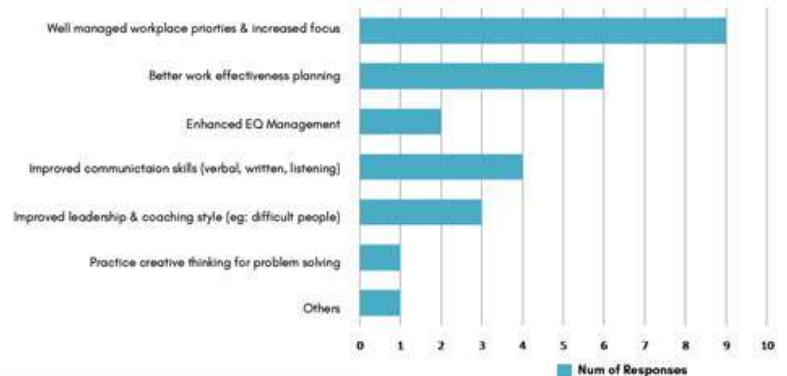
Additional roles & responsibilities entrusted to employee is one of the marks of increased professional development.

c) Rewards & Recognition

Bonus, Increments & Compliments (coupled with proof) is an excellent gauge of training results which visibly demonstrates participant's current worth to the company



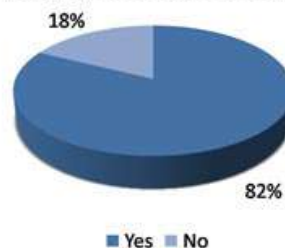
SKILLS GAINED & APPLIED | ALL BATCHES



On a scale of 1 (hardly use) to 5 (very frequently used), participants were asked to rate the frequency at which they use the skills & knowledge gained in this program at work. A majority recorded 4 out of 5 which demonstrates the relevance of this program even post completion. There was no score below 3 recorded.

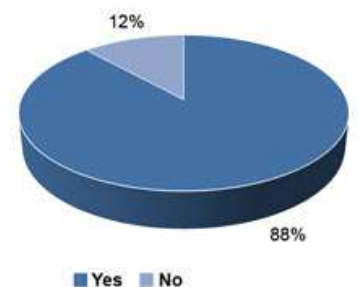
"A good training to improve my admin skill, relations with others and time management to achieve goal"
- Yong Siaw Fuang, Sarawak Energy Berhad, 2019 -

INCREASED ROLES & RESPONSIBILITY



82% of participants who completed the post survey form indicated that they have indeed received more responsibilities since the conclusion of the programme. These responsibilities stated include event organisation, producing monthly reports and managing quality assurance & accreditation procedures. Some were even promoted to senior executive & assistant levels.

REWARDS & RECOGNITION



88% of participants indicated that they have been rewarded accordingly for their good service through salary increment & bonuses. One participant was recognised for her 10 years long service award whilst others were recognised by external vendors for their good service.

OTHER CERTIFICATION PROGRAMMES AVAILABLE



THE CERTIFIED
MANAGERIAL
PROGRAMME

*For more info log on to www.trainingprovider.org

REGISTRATION FORM

Call 082- 265 628/9 or
 Fax this form to +6082-265 630
 Email: kristine@mrstraining.com

THE CERTIFIED ADMINPRO IN MANAGEMENT ©



Please tick ✓

 HRDF SBL - KHAS Scheme (Approval No.: 100014827)
 HRDF SBL Scheme
 Normal

Kuching | March 18-19, 2020 June 15-16, 2020 September 14-15, 2020 Training Duration:
 Kuala Lumpur | March 9-10, 2020 June 22-23, 2020 October 21-22, 2020 (2 + 1 Days); total 3 days

* Date of subsequent class will be notified at a later stage

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Company Name :

Company Address :

Postcode : State : City :

Contact Person : Tel : Fax :

Email : Position :

We are enclosing a cheque no made payable to MRS Management Sdn Bhd amounting to RM

for the above registration(s). (Please photocopy for more registrations)

Upon submission of this form, I confirm I have read and accept the terms and conditions of the registration. Please attention invoice to

Name :
 Position :
 Email :
 Tel : Fax :

SIGNATURE & COMPANY CHOP/STAMP Date

ADMINISTRATIVE DETAILS

	KL/SELANGOR	KUCHING
VENUE	TBA	Swinburne Sarawak Campus
DATES	<ul style="list-style-type: none"> • March 9-10, 2020 • June 22-23, 2020 • October 21-22, 2020 	<ul style="list-style-type: none"> • March 18-19, 2020 • June 15-16, 2020 • September 14-15, 2020
CLOSING DATES	<ul style="list-style-type: none"> • March 2, 2020 • June 15, 2020 • October 14, 2020 	<ul style="list-style-type: none"> • March 11, 2020 • June 8, 2020 • September 7, 2020

REGISTRATION FEES/ PARTICIPANT:

NORMAL RATE	RM 4898
INTERNATIONAL PARTICIPANTS	USD 1250

*the fee is not yet inclusive of 6% SST

TERM & CONDITIONS

1. Outstation participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

2. Payment, Confirmation & Admission

An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.

3. Substitution/Replacement of Participants

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 10 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto

4. Cancellation of Participation

For Paid Registrations	For Unpaid Registrations
30 days before course : Full refund or transferable	30 days before course : No applicable admin fee
14 days before course : Refund minus 15% admin fee or transferable	14 days before course : 15% admin fee chargeable
Less than 14 days before course : No refund but transferable	Less than 14 days before course: Full fees chargeable and transferable
No show : No refund and not transferable	No show : Full fees chargeable and not transferable

* Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value.

6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and hold MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation

In the event of a permanent cancellation by MRS of this course and provided it is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and hold MRS harmless from any cost incurred.

8. I have read and consent to MRS processing our registration data in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, I have discharged my responsibility of ensuring the information I provided herein is the most up-to-date information as possible.

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www.trainingprovider.org

Organised By



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