

EFFECTIVE ADMINISTRATIVE SKILLS & DUTIES

MAR 27,
2024

Administrative staff play an important role in how a company is run. There are a wide variety of administrative skills. Most of these skills correlate with effectively managing various office- and business-related tasks, such as scheduling meetings, answering phone calls, helping employees in relation to administrative tasks, and managing databases.



COURSE MODULE

ENHANCING WORK PRODUCTIVITY

- Being productive
- Be effective and efficient
- Job description
- Key results area / KPI
- Pareto Principles
- "Superman" or "Super-employee"?
- Doing your best
- Workshop :Prioritizing your work

ENHANCING JOB EFFECTIVENESS THROUGH TIME MANAGEMENT SKILLS

- Identifying time wasters & time savers at work
- 4 quadrants of time management
- The 'Eisenhower' matrix
- Important vs Urgent tasks
- Workshop : Organizing & planning important duties with the 'Eisenhower' matrix

EFFECTIVE INTERPERSONAL AND COMMUNICATION SKILLS

- Developing positive self image
- Communication styles in the workplace
- Be assertive and earn respect
- Managing criticism from co-colleagues
- Dealing with conflicts in the workplace
- Handling office gossips and politics
- Workshop : Supporting your boss & colleagues

REGISTER NOW!

Scan QR code to register >>



COURSE OBJECTIVES

This two-day workshop will help participants to:

- Discover excellence and pride in their jobs through a realization of their roles, duties, procedures, rules.
- Prioritize work and be effective and efficient in producing excellent results;
- Master the skills of time management;
- Communicate effectively and assertively with boss and colleagues

CORE CONCEPTS

- P.R.I.D.E. - "Personal Responsibility in Daily Effort"
- A.B.C. - "Awareness Before Change"
- A.S.K. - "Attitude, Skills, Knowledge"
- Paradigm - "Change begins with me!"

PREPARING FOR GROWTH AND OPPORTUNITIES

- Attitude and planned mission
- Image and professionalism
- Strategies
- 10 Characteristics of successful people
- Success agreement system (SAS) with self and others
- Decision for excellence
- Workshop : Action plans and follow up



Meet the Trainer - Irene C.

Irene has been a trainer for close to twenty-five years. She holds a Masters in Training and Human Resource Development (MTHRD) USA and Bachelor of Arts (Hons) degree from the University of Malaya. She holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She is HRDC's Certified trainer, holds a certification in Neuro-Linguistic Programming (NLP), and is also a Certified Professional Trainer (CPT). She has accumulated wide experience in the field of management, administration, problem-solving, communication, leadership, marketing, and customer service having served in various management capacities in various industries.

REGISTRATION FORM

EFFECTIVE ADMINISTRATIVE SKILLS & DUTIES

March 27, 2024, Kuching

Do you intend to utilize HRDCorp Levy for this program? **Yes / No**
 Upon submission of this form, I have read and accepted the terms & conditions of this registration

Participant 1

Name :
 Position :
 Contact :
 Email :

Participant 2

Name :
 Position :
 Contact :
 Email :

Participant 3

Name :
 Position :
 Contact :
 Email :

Company :
 Address :
 Tel : Fax :

Nominating Person

Name :
 Position :

Approving Person

Name :
 Position :

Invoice Attention to :

Email :

www.trainingprovider.org



MRS MANAGEMENT SDN BHD (275222-P)

KL CORPORATE OFFICE

Suite 33-01, 33rd Floor, Menara Keck Seng,
 203, Jalan Bukit Bintang,
 55100 Kuala Lumpur, Malaysia

+603-2116 5961 +603-2116 5999

KUCHING OFFICE

Milan Square, No. 48, Level 1,
 Jalan Wan Alwi, 93350 Kuching,
 Sarawak, Malaysia

+6082-265 628/9


robin.mrstraining@gmail.com

The Organizer reserves the right to make any amendments that are deemed necessary in the best interest of the workshops

INVESTMENT FEE

Per Participant

The participant's fee is **not inclusive of 6% SST**

EARLY BIRD RATE	NORMAL RATE	CLOSING DATE OF REGISTRATION
PER PAX PER COURSE	PER PAX PER COURSE	One week before commencement of the course
RM 1,700	RM 1,900	 *March 20, 2024
Applicable for registrations received and paid one month before commencement of the course	Applicable for registrations received and paid after the EBR closing date	

TERMS & CONDITIONS

- Fees are inclusive of programme materials, refreshments, luncheons and certificate.
- Outstations 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.

3. 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.

4. Substitution/Replacement of Participants

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 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 there to.

5. Cancellation of Participants

For Paid Registration	For Unpaid Registration
30 days before course: Full refund or transferable 14 days before course: Refund minus 15% admin fee or transferable Less than 14 days before course: No refund but transferable No show: No refund and not transferable	30 days before course: No applicable admin fee 14 days before course: 15% admin fee chargeable Less than 14 days before course: Full fees chargeable and 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 holds 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 a course and provided the event 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 holds MRS harmless from any cost incurred.

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