Self Development for Administrative Assistants

Date	Venues	($)Fees	Book your seat
15 Dec -19 Dec 2024	Kuala Lumpur	3300	Register Now

Course Overview

In this course we will Develop interpersonal and communication skills in order to carry out administrative functions with confidence and efficiency.

Course Objective

- Take a proactive role in handling job responsibilities, thus assisting the boss in carrying out his/her work more effectively.
- Handle telephone calls properly and professionally.
- Develop self-management techniques and learn ways for dealing with time wasters.
- Improve memory skills with several reinforcement methods and exercises.

Who Should Attend?

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.

Course Outline

- The Administrator/Secretary as Part of the Support Team
- Written Communication
- Verbal Communication
- Using the Telephone Properly
- Effective Time Planning
- Setting Up a Filing System
- Memory Reinforcement Techniques

Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays

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