



First Select

## Advanced Office Management and Secretarial Skills

Date	Venues	(\$Fees	Book your seat
04 May -08 May 2025	Kuala Lumpur	3300	<a href="#">Register Now</a>

### Objectives:

The secretary is the hub of the office wheel and his/her effectiveness can make the difference in the efficiency of relationships, systems and procedures, which contribute to the competitiveness, and ultimate success of the company.

This is a fast paced course, which centers on the need of the organization in conjunction with the personally identified needs of the participants. There will be case studies, discussions and group work to enhance learning, pace and focus.

### Who should attend?

This program is designed to all customer-related employees like call centre agents, help desk operators, customer support staff and everybody who needs to impress the customers on phone.

### Course Outline:

#### Goal Setting:

- Setting Objectives
- Standard of Performance
- What is Target?
- Skills
- Effective Planning

#### Getting Organized:

- Arrive on Time
- Meetings with Colleagues
- Writing things down
- Furniture & Equipment

#### Filing & Documentation:

- Alphabetical
- Numerical
- Subject
- Geographical
- Tips for Effective Filing

#### Time Management:

- Definition of Time
- Misconception of Time

- Benefits of Effective Time Management
- Effectiveness vs. Efficiency
- The Pareto Principle (80 / 20 Rule)
- Steps to Effective Time Management
- Analyzing how to Spend your Time
- SMARTER Goals
- Prioritising
- Flexibility
- Scheduling
- Different Time Planners
- Time Waters
- What is Procrastination and how to overcome it
- Handling & welcoming visitors
- Tips to save time

#### Meeting Management:

- Preparing for Meeting
- Duties & responsibilities of the Secretary in a Meeting
- The Key Steps in preparing meeting
- Purpose of the Meeting
- The art of minuting

#### Managing Your Stress:

- What are Stressors?
- Negative & Positive stressors
- Factors cause stress in work place
- Psychological reactions
- Physical reactions
- Managing stress
- Serious symptoms
- Sources of stress

#### Problem Solving & Decision Making:

- Different types of problems
- Step by step problem solving
- Identify possible causes
- Investigate and fix
- Analyze data and identify root cause
- Identify possible solutions
- Select the best solution
- Taking the right decision

#### Communication & Interpersonal Skills:

- What is Communication?
- Skills required for effective communication
- Communication components
- The four modules of communication
- Barriers to Effective Communication
- Overcoming the barriers to effective communication
- Elements of communication
- The art of listening
- Active Listening
- Body language
- Useful tips to effective communication
- Team Communication Skills

#### Conflict Management:

- Dealing with your Boss
- How to react to different Criticism
- How to act under pressure
- Passive approach
- Aggressive Approach
- Assertiveness approach

#### Letter Writing Skills:

- Written communication
- Writing Memos
- Writing E-mails
- Writing Facsimiles
- Using active sentences

#### Customer Service:

- Who are your customers?
- What do customers want?
- Internal customer service
- Dealing with angry customers
- Exceeding customer expectations

#### Telephone Techniques:

- Phrases to use
- Phrases not to use
- Common speech mistakes
- Tips on effectively handling telephone calls
- Keys for making successful telephone calls
- Transferring the calls
- Taking the transferred calls
- Putting callers on hold
- Taking messages

#### WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.



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