

Staying Organized - Toolkits For Administrative Professionals



Being a secretary or an administrative professional is hard work as you will often be 'in a sandwich role'. You are tasked to directly assist your boss to fulfill his or her goals but at the same time, you may have to provide administrative support to the people reporting to your boss.

From time to time you will be given additional responsibilities, thus, getting and staying organized is crucial.

Course Objective

In this seminar, you will learn how to:

- ◆ Utilize work methods that will help you to be efficient in managing yourself, your boss and colleagues
- ◆ Take steps to manage yours' and others' time schedule through time-block planning
- ◆ Strengthen your people skill that will support your organizing efforts

- ◆ Maximise productivity with IT
- ◆ Manage and sort information obtained electronically and in paper forms
- ◆ Identify toolkits that assist you to thrive under pressure

Training Method

This course blends concepts with skill building exercises to show how you can manage your boss(es), colleagues, projects, time and growing work responsibilities. You will receive expert, personalized feedback during the training session.

Please bring along your phone lists, calendar, organizer, diary, work schedules etc to allow us to help you sort out work responsibilities and track information.

Course Fee: RM1699 per person

(include seminar materials & lunch and tea breaks)

**Venue: Dorsett Regency Hotel,
Jalan Imbi, Kuala Lumpur**

Date : June 17 to 18, 2013

Time: 9 am to 5 pm

Closing Date : May 31, 2013

This course is HRDF claimable

Course Outline

Day 1

1. Design strategies around Time, People and Projects by:-
 - ◆ Making your workspace functional & efficient
 - ◆ Synchronizing electronic and paper information & communication
 - ◆ Turning deadline into tools & not traps
 - ◆ Categorizing good storage & retrieval of information
 - ◆ Managing multiple bosses/ & conflicting deadlines
2. Know your boss & colleagues' distress behaviors
3. Using assertive communication to resolve conflict with your boss & colleagues

Day 2

1. Critical skills needed to be a professional administrator
 - ◆ Build a repertoire of organization tools to help your boss conduct meetings & track assignments / tasks
 - ◆ Spot, analyze & prevent problems
2. More coping strategies for handling:
 - ◆ Appointments, telephone and visitors
 - ◆ Office filing & confidentiality
 - ◆ Hospitality & special projects
3. Practice EQ to maintain composure & image, even under pressure
4. Take pro-active ownership for personal career advancement



Noor Jamilah

Founder of FloraClay, Singapore, has more than 12 years secretarial experience gained from the retail, semiconductor and education sector, namely, the Science Centre Singapore. She holds a diploma in Personnel Management from PSB Academy, Singapore and Secretarial Studies from Raffles Education Group, KL. Jamilah is proficient in English and Bahasa Malaysia languages as well as with MO applications, Adobe Photoshop, WINCas ticketing reservation system. She has trained adults who desire to upgrade their administrative skills. Jamilah is a certified instructor with DECO Clay Craft Academy, Japan & USA and was featured in numerous local dailies & Sutra and Pengantin magazines.



Who should attend?

Secretary, office manager, personal assistant, junior secretary, administrative assistant, project assistant and any individuals who has major responsibilities for supporting others in their work

QS Plus Consultancy

is registered with the
Ministry of Human Resource, Malaysia.

STAYING ORGANIZED – TOOLKIT FOR ADMINISTRATIVE PROFESSIONAL

Kindly select the session of your choice: - June 17-18, 2013

Course Fee: RM1699 per pax, Venue: Dorsett Regency Hotel, Jalan Imbi, KL

Participant's Details

Name: Mr/Mrs/Ms: _____

Position: _____

Email: _____

Contact number: (Hp) _____ (O) _____ (Fax) _____

Name of Company: _____

Address: _____

City/state: _____ Postcode: _____

This Invoice Should Be Directed To:

Name: Mr/Mrs/Ms: _____

Job Title: _____

Department: _____

Contact number : (Hp) _____ (O) _____ (Fax) _____

Email: _____

Terms and Conditions

1. Registration & Payment

A seat will be reserved on receiving the registration form by fax/email.

Payment must be made before the closing date stated.

Cheque payment must be payable to 'QS Plus Consultancy' or deposited into our CA with Hong Leong Bank Bhd (CA No: **187-0000-0522**)

2. Withdrawal & Deferral

Notification of withdrawal or request for deferral must be done in writing before the start of the seminar.

A delegate can find a replacement by notifying us in writing before the start of the seminar

3. Refund of Fee

Refund of Fee is allowed if notice of withdrawal is given in writing before commencement:

- 100% refund (> 21 working days)
- 50% refund (>14 < 20 working days)
- No refund (< than 13 working days) and for no show

4. Changes to Program

QSPC reserves the right to change the course date, time, fees, speaker and venue that can occur due to unforeseen circumstances.

Every effort, however, will be made to inform participants of the change

5. Closing date: May 31, 2013

6. Four Easy Ways to Register

- Call Thomas Lai (012-3191-850)
- Fax to +603 6257 9322
- Email: gspc@qsplusconsult.com
- Mail to: No.568-9-9, Kompleks Mutiara, 3 ½ mile, Jalan Ipoh, 51200, Kuala Lumpur