

Developing Secretarial Skills

- Increase your secretary's skillset and knowledge base
- Sharpen administrative skills in the workplace

March 11-12, 2019 at Damansara Intan, Petaling Jaya

100% HRDF Refund . Early bird . Group Discount

Successful secretaries and administrators often require many of the same skills as senior staff in an organization. They are the person in charge of the organization's correspondence. They are very often the first point of contact for visitors. Therefore they must display a highly professional image at all times. The role of being a professional secretary or administrator requires excellent office skills including filing, preparing for meetings, dealing with people, both on the telephone and face-to-face, and first class business writing and communication skills. This programme covers all of these and more.



1. To understand the importance of effective administration
2. To enhance your communication /interpersonal skills
3. To manage your time efficiently / think proactively
4. How to be assertive and build a good rapport with your boss
5. To develop the skills needed to be a professional secretary
6. To learn how to set up and manage effective filing systems
7. To learn how to manage petty cash systems
8. To understand how to manage stock and stationery supplies
9. To enhance telephone skills and learn what to say, and what not to say

Training Day 1

Planning and Organising

- Time management skills
- Using a time management matrix
- Planning & prioritising workloads
- Managing workloads to meet time lines
- Eliminating time wasters
- Setting SMART objectives
- Motivate yourself to use time creatively and productively

Management Skills

- Managing self and others
- Effective delegation
- Performance management
- Building relationships
- Managing day to day situations
- Action plans based around planning, organising and management skills

Training Day 2

Communication Skills

- Spoken communication - overview of telephone, face to face, body language, tone & words
- Written communication - overview of business writing, composing professional emails, faxes, memos, letters

Assertiveness Skills

- Being assertive and not aggressive in the workplace
- Saying no assertively
- Understanding assertiveness

Conducting meetings

- Meetings, Meeting preparation
- Overview of successful minute taking
- Preparing and delivering presentations
- Action plans linked to communication, assertiveness and meetings

Please call Shahrukh 0123278240 to register and ask about our group discount

About the speaker

Wan Nurul Ashikin graduated with Bachelor of Laws from Manchester Metropolitan University, UK. Prior to being self-employed in 2004, she worked in various prominent organisations for almost 12 years.

Her employment at a national management institute in 1997 was instrumental in deepening her passion towards human and organisational development, and it was there that she started out as co-facilitator for leadership and team-building programmes for corporations like WTW-Lehrer McGovern, Eveready Battery and Sapura. She was the project administrator and co-consultant for the management institute's inaugural Training Needs Analysis (TNA) consulting service for companies like FELDA Holdings and Celcure (M) Sdn Bhd. Whilst at the management institute too, she was requested to translate a motivational book, from English to Malay. The book, "Resam Hidup", was published by the management institute in 2000.

From 2002 – 2004, Nurul was an in-house trainer for a public-listed property conglomerate involved in, among others, property development, manufacturing, construction, resort and vacation club. Being versatile, she trained all levels of staff on programmes like positive attitude, managing people, supervisory skill, time and stress management, leadership, team power, service excellence, interpersonal skill, ISO awareness and quality management.

In 2005, Nurul edited diploma-level modules for the Open University Malaysia (OUM), and in 2006, she edited various texts on Islamic finance for Bank Negara's International Centre for Education in Islamic Finance (INCEIF – a BNM university), for its inaugural professional courses in Islamic Finance. In 2008, she co-authored a book, "Making a Difference", which was published by MIM in 2009. In 2009, she was one of four authors involved with the writing and publication of a book for the training and human capital development fraternity titled, "Beyond Training: The Practitioners' Perspective." At present, she is involved with another book-writing project for a national association's 60th anniversary, and the book will be officially launched in middle December, 2011.

Nurul is a regular resource person for some of OUM's executive diploma programmes (modules: Organisational Behaviour, Personal Mastery, Business Management and Business Communication). Apart from OUM, she also lectures for UK-based Society of Business Practitioners' executive diploma programmes (modules: Human Capital Development, Stakeholder Management, Business Process and Business Strategy). She was a resource person from a team appointed by MDeC (from 2005 to 2006) to deliver technopreneur development modules to assist unemployed IT graduates start their own businesses. In 2010, she was a trainer appointed by a state government agency to train new and existing micropreneurs on entrepreneurship to enable them to remain competitive and able to support themselves, and their families.

Organisations that have benefited from her training or talk sessions since 2004 include Petronas Bhd, Bintulu Port, Sapura Group, eTiQa Bhd, Dumex (M) Bhd, Nestle (M) Bhd, Carrefour, UMW, Malaysian Association for the Blind, Tanjong Plc, Multimodal Freight, NAZA Group, Habib Jewels, LPPKN, KWSP, CMM Kuching, Perwaja Bhd, Intel, Revertex, Hoya Electronics, Zuellig Pharma, Takaful Brunei, THONEH, Amanah Raya Berhad and SIRIM Bhd.

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Registration fees and policy :-

1. Registration fee – RM1900 per participant. **Early bird registering before Feb 10th – RM1800 / pax**
2. 10% discount for groups of 3 and above from the same organisation. Applies to original fee amount of RM1900.
3. Registration fees must be paid before program date.
4. Full refund is made if there is program cancellation by the organizers only.
5. We reserve the right to change the trainer in case of unforeseen emergencies. The replacement trainer shall be equally competent in the training subject being offered.
6. **Registration.** Kindly fill in this form and email a scanned copy to Shahrukh at shahrukh@contactskills.com

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a RM100 registration service charge. After that, cancellations are subject to the entire training fee, which you may apply toward a future program. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

Signature: _____ Date: _____

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