

MANAGEMENT SKILLS FOR PAs AND ADMINISTRATIVE PROFESSIONALS WORKSHOP

Date : 11th – 12th April 2018
Venue : Vistana Hotel, Kuala Lumpur

Workshop Description

Ensuring that the boss always looks good is never easy. As the Assistant to the boss, you need to ensure they are on time for every single appointment, has all the relevant information with them while up to date on every single task that is happening in the office.

During this workshop, the participants will learn how to run a stellar office and stay in control, no matter how hectic the day becomes. Additionally, they will discover how to build personal credibility, improve their communication skills, deal with difficult people, manage negative situations and more.

Workshop Objectives

- Acquaint participants with the changing role of Secretaries/Executive Assistants /Personal Assistants
- Assist them to clarify the expectations the boss holds for them
- Manage and project a good image of themselves
- Inspire them to perform their roles in effective, efficient ways
- Create awareness to set goals for their personal development
- Learn to support their boss better
- Deal with visitors and make them comfortable
- Manage office staff more effectively
- Improve personal credibility and image

Who Should Attend?

- Executive Personal Assistant
- Personal Assistant/Secretary
- Executive Assistant
- Administrative Professionals
- Clerk

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Break
1300 – 1400	Lunch
1530 – 1545	Afternoon Break
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCENSM

This training is **PSMB claimable**
Subject to PSMB approval

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Module Outline

Introduction: Your Impact as the Administrative Professional:

- Characteristics of a Administrative Professional
- The Roles and Responsibilities
- Importance of your job- “Making The Boss Look Good”

Module 1: Manage Yourself

- What is your personal image?
- How is your image important?
- Required image for your position
- Importance of Grooming Style

Module 2: The Essential Skill Sets

- Time Management- Prioritize, Plan and Execute
- Essential Telephone Skills
- Written Communication- Business Letters, E-mails
- Office Function- Planning, Preparation, Checklists
- Arranging meetings- Venues, Meeting Documents, Compiling Minutes
- Crystal Clear Communication

Module 3: Supporting Your Boss

- Responsibilities towards Your Boss
- Understand His Behaviors
- Know Your Boss Direction
- Assist The Boss to be Effective and Efficient
- Learn to Support The Boss

Module 4: Manage Your Office

- The Image of Your Office
- Company Documents: Background, Policies
- Reference Documents: Determine What You Need
- Organize Your Workplace

Module 5: Managing Visitors

- Greeting and Receiving Visitors
- Visitors without Appointments
- Making Visitors Feel Comfortable

Module 6: Managing the Office Staff

- Being Friendly Yet Assertive When Necessary
Saying “No” to Staff
- The 8 Critical Situations That You Need To Deal With

Module 7: Managing Yourself and Emotions

- Learning To Be A Professional
- Managing Personal Stress
- Managing Your Emotions
- Have Set Goals For Yourself

Program Facilitator

Jayanth Kumar (Jay)

Jay advocates that an “unexamined life, is a life not worth living” – Socrates. Hailing from a state famous for its food, Jay picked up Hokkien while growing up, apart from other languages he speaks. He is a sought after consultant and trainer in Customer Experience and Organizational Culture Development. Jay has an innate drive to coach and develop people to achieve their highest potential. Hence, he has consulted and trained various industry players throughout Malaysia and Singapore in performance management, customer advocacy management, customer quality management, managerial and leadership skills, customer service skills, communication skills and various soft skill programs.

Jay has a Diploma in Computer Studies and Business from the National Center of Computers (NCC) from the United Kingdom and attained a BSc in Psychology and Communication from Upper Iowa University in the United States. He was a leader in many fraternities and organizations while working with the university as well. He is a certified professional trainer under ARTDO International and is currently pursuing his Masters in Organizational Psychology. Jay has 16 years of work experience in different respective fields. He started his career in the service industry, managing reputable restaurants in Penang. He was in hotel management when he first came to KL, and later joined a contact centre of a multinational company that provides IT solutions. With both service industry experiences he is able to relate to current people development issues and challenges faced by the many organizations. In addition to that, Jay also has a few years of experience in advertising, public relations and as a Training Manager for a facilities management company.

Within the years of experience, he has successfully executed different ad-hoc projects, such as developing high service standards for service industries, quality process improvements, human resource management, recruitment management, talent development, mystery shopping, producing and conducting major corporate events and team-buildings for reputable companies, making him versatile, adaptable and experienced in delivering quality training for his clients. Jay has helped trained specialized industries, reputable multi-national, government-linked and local companies such as F-Secure Corporation, IBM, Celcom Axiata, Telekom Malaysia, VADS, ASTRO, DHL, Kraiburg TPE, A&H Meyer, DRB-HICOM, Penang Skills and Development Centre (PSDC), SP Setia, Tropicana Corporation, CITY Facilities Management, SPR Energy (Sabah), Big Dutchman, Jotun Malaysia, GBA Corporation, SNE Marketing, IPG Mediabrands, AXA Assistance IPA (Singapore), Tenaga Nasional Berhad, Institut Jantung Negara, Ministry of Health Malaysia, Syarikat Suruhanjaya Malaysia, Malaysia Airports Holdings Berhad, B Braun, Watson's Malaysia, Johnson & Johnson, and many more.

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Program Facilitator

Roshini Visvanathan

Roshini is a Training Consultant with the ATCEN Group. She graduated with honors from the University of Malaya and since then has had the opportunity of working with several national and international organizations. She is a Certified Professional Trainer (USA), Certified Contact Centre Manager and a Coach.

Prior to joining ATCEN, Roshini has worked in the Insurance, Banking as well as Technology industry. Coming from a corporate management environment, Roshini has extensive experience leading teams in projects involving process improvement in areas such as Customer Service as well as Service Quality Management.

Having had experience in the many facets of customer service including face to face customer interaction, Complaints and Escalation management via the phone as well as emails, Roshini is well versed with the technicalities and skills needed to handle today's customers in the contact center environment. She also has good experience managing people from very diverse cultures, backgrounds and countries.

Furthermore having dealt with many difficult customer situations, she is very experienced in training first level as well as second level customer support staff to better see the techniques in handling complicated cases involving people, processes and products.

As a trainer Roshini has conducted trainings and workshops in many different areas. This includes Contact Center Team Leader, Contact Center Manager, Contact Center Coach, Help Desk Professional, Contact Center Professional, Call Quality Management, Managing Difficult Customers, The Total Customer Experience, Telephone Etiquette, Negotiation Skills, Process Improvement, Effective Communication Skills, Delivering Resolutions to Customers, Telesales skills, Presentation skills, as well as Quality Improvement. Roshini has undertaken projects related to change management and Needs Based Selling.

Roshini is a highly motivated individual that truly believes in the potential of people. She is actively involved in several NGOs related to the development of young adults. Her dynamic personality has many a time been described by people to be contagious. Roshini passionately believes that, "The End of Education is Character" and with the right Character, Anyone can Achieve Success.



Companies that have attended programs with Roshini:

- Hewlett- Packard
- CIMB
- MAA
- ASTRO
- Perodua
- Mesiniaga
- Bank Negara
- Bank Rakyat
- Alfa Laval
- Century Software
- CSC Malaysia
- KWSP
- Tanjong Offshore
- Prometric Technology
- Taylors University College
- DagangNet
- Global Transit
- Maybank
- Celcom
- ETIQA
- Ambank
- RHB Bank
- SONY Malaysia
- Canon
- Takaful
- TNT Malaysia
- Sunway
- AIA
- Alcatel Lucent
- K&N Kenanga
- Heitech Padu
- Perodua
- Atos Origin
- Cosmopoint
- Bank Islam Berhad

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Companies that have attended “Management Skills for PAs and Administrative Professionals” since 2011

Affin Holdings Berhad	Imej Parking Sdn Bhd	Sapurakencana Petroleum Berhad
An-Nur Specialist Hospital	Kementerian Luar Negeri	Silterra Malaysia Sdn Bhd
Arthur D. Little (Malaysia) Sdn Bhd	Khazanah Nasional Berhad	Stolthaven (Westport) Sdn Bhd
Aston Star Sdn Bhd	KPJ SibU Speacialist Medical Centre	Sungai Harmoni Sdn Bhd
ASTRO	Logicalis Asia Pacific MSC Sdn Bhd	Suruhanjaya Syarikat Malaysia
Azman Hamzah Plastik Sdn Bhd	Microlink Solutions Berhad	Telekom Malaysia Berhad
Bank Islam (M) Bhd	Ministry of Health Malaysia	TH Travel & Services Sdn Bhd
Bank of Tokyo UFJ (Malaysia) Bhd	M-Mode Berhad	Towers Watson (M) Sdn Bhd
Bank Rakyat	Nettium Sdn Bhd	TUV SUD PSB (Malaysia) Sdn Bhd
Datasonic Technologies	Northern Corridor Implementation Authority	UEM Land Berhad
Ekuiti Nasional Berhad	Pertubuhan Keselamatan Sosial (PERKESO)	U-Mobile
Faber Medi-Serve Sdn Bhd	Platcom Ventures Sdn Bhd	UMW Corp Sdn Bhd
FlyFirefly Sdn Bhd	PLUS	Union Vector Alliance Sdn Bhd
Hewlett-Packard Multimedia Sdn Bhd (HP)	Prometric Technology Sdn Bhd	VADS Berhad
Holcim (Malaysia) Sdn Bhd	Proreka (M) Sdn Bhd	Valuecap Sdn Bhd
Hwang Investment Management Berhad	Puncak Niaga (M) Sdn Bhd	Watertec (M) Sdn Bhd
IBS Technology Sdn Bhd	RCE Marketing Sdn Bhd	Yong Fong Rubber Industries Sdn Bhd

Participants' Feedbacks

“Saya amat berpuas hati dan enjoy sepanjang mengikuti program ini. Ilmu yang diberi mudah difahami dan tidak bosan. Fasilitator yang semangat dan ceria membuatkan suasana program ini lebih meriah.” – Production Clerk, Proreka

“Bengkel ini patut diberi kepada semua organisasi untuk melahirkan seorang pekerja yang berilmu dan berpengalaman.” – Pegawai Kerani Tertinggi, Pertubuhan Keselamatan Sosial (PERKESO)

“Thank you for a very productive and engaging 2-day workshop. I had a very good learning experience and look forward to hear more.” – Executive Assistant, Prometric Technology Sdn Bhd

“I had more knowledge on communication skill and managing time. It also increased my knowledge about the responsibility of an admin.” – Administration Clerk, Datasonic Technologies

“I'm really satisfied with this program. Very good for those who work in admin department. Refresh our mind and knowledge and also increase my confident level towards on my job. Learn something new about clerical skills from the facilitator.” - Admin & HR Officer, IBS Technology Sdn Bhd

10th
SESSION
SINCE 2011!

92%
Score on Trainer's
Feedback – Last
Session
(December 2016)

111
Numbers of
participants that have
joined this course
(public workshop)
since 2011

To Register or For More
Information

**Kindly call 03-7728 2623 or
email to info@atcen.com
www.atcen.com**