



Tel: +603-7728 2236 Fax: +603-7728 2620 Email: info@atcen.com Website: www.atcen.com

CLERICAL DEVELOPMENT SKILLS

Date : 27th – 28th August 2018

Venue : ATCEN Learning Centre, Damansara Perdana

Workshop Description

The administrative and support staff is the backbone of any organization. It is therefore essential that their skills are sharp, they are motivated and they want to make things happen in the office.

This ensures that pivotal tasks are performed well and completed on time.

Leading to smooth business operations allowing for key objectives and goals to be achieved by all.

Workshop Learning Objectives

- Identify the fundamentals for a positive and professional self image at work
- Appreciate the importance of quality at work.
- Learn to prioritize and set goals priorities to increase effectiveness.
- Eliminate excuses at work. Understand the task clearly by better listening and questioning techniques.
- Manage phone calls in a professional manner.
- Developing relationships and communicate well with bosses.
- Building productive interpersonal relationships.

Who Should Attend?

- Administrative staff
- Clerical Staff

Workshop Chronology

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

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCEN SM

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

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Module Outline

Module 1: My Roles At Work

- My Roles and Responsibility at Work
- Building Confidence and Self Esteem for Success
- The Service Mindset and Supporting Others

Activity: My Professional Image, I am Important

Module 2: Eliminate Excuses and Deliver High Quality

- Principles and Choices in Life
- The Elimination of 4 Key Excuses in Life
- I Am My Word

Activity: The Quality Game- We Need it

Module 3: Managing Our Time

- Developing Effective Time Management
- Understanding Priorities and Importance
- Elimination typical procrastinators & time wasters and setting priorities

Activity: Set Targets for Ourselves to Get things Done

Module 4: Effective Communication Skills

- How we Communicate
- Stop Assuming, Start Listening and Questioning
- Barriers to Communications

Activity: Questioning Skills and Listening Skills

Module 5: Telephone Etiquette

- Telephone Courtesies
- What Not To Say Over The Phone – Exercise
- Writing Down and Leaving Message

Activity: Managing Angry Callers - Role play

Module 6: Interpersonal Communication with the Boss

- Developing Relationship with Your Bosses
- Communicating with Your Bosses
- Working with Difficult Bosses

Activity: Boss Expectations on You

Module 7: Working With Colleagues

- Saying 'No' To Unreasonable/Unrealistic Demands
- Telling Others What You Want – Asking For Things
- Expressing Opinions Effectively – Getting People To Listen

Activity: Yes, No, Yes

Module 8: The Way Forward –Changing Habit

- Activity: Continuous Development Of Good Habit

Activity: My Personal Action Plan

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Program Facilitator

Loshini Priyaa A/P Rajangeran

Loshini acquired her Bachelors of English language in Linguistics and Literature with a minor in Mass Communication from Universiti Tunku Abdul Rahman. Prior to her undergraduate studies, Loshini has completed her college education with a Diploma in Pharmacy at Masterskill Global College.

She has worked in various fields before embarking on the pathway of training and development. She has served in fields like food and beverages, involved in marketing activities, product merchandising, sales and last but not least, recent engagement in customer service field for a Singapore-based market.

Over the years, Loshini has actively participated and organised events that have carved the pathway for her to gain insights into the needs of having the best communication and negotiations skills to accomplish tasks. She has participated in debate, drama and elocution competitions from school to inter - clubs and inter - varsity levels to national levels. She also holds a 1st-degree black belt in Tae Kwon Do and has organised championships for district levels.

During her time in University, she has participated in training camps to teach and enhance students' language skills particularly in English. She has organised debate workshops for secondary students to improve their argumentative skills. She has been the secretary for English language society throughout her college and university time, thus has great passion and love for English as a language.

Some of the companies that Loshini has worked over the years are McDonald's, Sai Baba Mercy Home, Taman Desa Medical Centre, Hosp. Bahagia Ulu Kinta, Maxcare Telecommunication Sdn. Bhd., Health Point Pharmacy, Penang Adventist Hospital, Pelangi Publishing Group and Aegis BPO Sdn. Bhd.

Program Facilitator

Lai Jun Leong (JL Lai)

Certified Trainer (HRDF)

Lai Jun Lai (JL) has been involved in people development field for more than five years transforming every youth that he crosses path with, into young leaders. JL is also a certified trainer by Human Resource Development Fund (HRDF).

JL started off early in secondary school conducting and facilitating several teambuilding programs. Furthering his passion at tertiary level, JL was the president of Millionaire Business School for the year 2013, 2014 and 2016. The Business school specializes in providing Finance and Business education services and organizing Business events. JL was involved in sales while simultaneously trained, guided and coached his team members for four years in the organization.

Throughout his term as the president, JL organized 'Business Festival' for three consecutive years since 2014 till 2016 and 'GET RICH through Business Investment' program for 2015 and 2016. JL worked on conferences such as "Human Capital Development Conference 2017" and "Asia Human Capital Development Conference 2018" and projects for clients from Multinational Corporation and Small and Medium Business enterprises even before graduating from college.

In the corporate world, JL was involved heavily in Business Development field and managed large scaled projects with Telekom Malaysia, Hong Leong Bank, and SP Setia for customer experience and leadership programs. He worked with Maxis on "Sales and Leadership Development" programs for their small & medium business division and a lot more. He is also one of the leading Mandarin/ Cantonese speaking trainers.

Some of the companies that JL has worked with include AmBank, AON Insurance Brokers (M) Sdn Bhd, BD Agriculture Sdn Bhd, Bemis Asia Pacific Sdn. Bhd., Bonuslink, Danone, DHL Express Bhd, Dumex, Felda D'Saji Sdn. Bhd., Grand Flo Berhad, Hilti Asia IT Services Sdn. Bhd, Hong Leong Bank Berhad, Hua Yang Berhad, IOI Corporation Berhad, Johnson Controls (M) Sdn. Bhd., Kenanga Investment Bank Berhad, LB Aluminium Bhd., Maxis Berhad Millionaire Business School, Mitsui Sumitomo Insurance Group, PORTMAN College, SP Setia Berhad, SWIFT, Telekom Malaysia, Time software and UOA Development Berhad.

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Companies that have attended “Clerical Development Skills Workshop”

An-Nur Specialist Hospital

Azman Hamzah Plastik Sdn Bhd

Bank Islam (M) Bhd

Bank Rakyat

Datasonic Technologies

Ekuiti

Faber Medi-Serve Sdn Bhd

IBS Technology Sdn Bhd

Microlink Solutions Berhad

Proreka

Stolthaven (Westport) Sdn Bhd

Suruhanjaya Syarikat Malaysia

Valuecap Sdn Bhd

Watertec (M) Sdn Bhd

Participants' Feedbacks

“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

5th
SESSION
SINCE 2011

92%
Score on Trainer's
Feedback – Last
Session
(February 2015)

34
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**