



Asia Masters Center

Advanced Management Skills



Advanced Management Skills

➔ Course Objective

- Recognise how to prioritise and cope with multiple tasks
- Develop the skills necessary to plan, make effective decisions and solve problems, and handle pressure
- Apply practical techniques to improve communications skills
- Understand how to manage challenging behaviours
- Apply assertiveness to be more effective in the workplace

➔ Target Audience

- Office Managers
- Team leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff

➔ Course Outline

DAY 1

- **Taking Control of Your Work Life**
- Understanding and Clarifying Purpose, Vision and Mission
- External and Internal Customer Service
- The Secret to Working Smarter rather than Harder
- Controlling, Prioritising and Organising Your Work
- Gaining an insight into your Strengths and Weaknesses
- Making Your Office User-friendly and Efficient

DAY 2

- **Essential Administrative Skills**
- Mind Mapping Techniques
- Right Brain / Left Brain Theory
- Managing Larger Projects to Meet Deadlines
- Planning and Problem Solving Skills
- Managing Meetings Effectively
- Working with more than One Manager

DAY 3

- **Vital Communication Skills**
- Communication Styles and When to Use Them
- Communicating with Confidence
- Win-Win Conflict Resolution
- Understanding and using Body Language
- Understanding Gender Differences in Communication
- Understanding Different Personality Types and How to Deal with them

DAY 4

- **Developing as a Professional**
- Listening Skills – *seek first to understand then to be understood*
- Creating a Professional Image
- Leadership Skills
- How to Make Presentations with Confidence and Power
- Painless Methods for Giving Corrective Feedback
- Best Practices for Delivering Positive Feedback

DAY 5

- **Self-Empowerment and Self-Management**
- Understanding the Main Causes of Stress
- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations

- The Essential Skills of Emotional Intelligence
- Using Emotional Intelligence at Work
- Becoming a more Proactive, Responsible and Self-aware Person
- Continuing Professional Development - *where to go from here*
- The design of financial models for forecasting and decision-making

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➡ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null