



**Asia Masters Center**

# Managerial and Behavioral Skills for Office Managers & Secretaries





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## **Managerial and Behavioral Skills for Office Managers & Secretaries**

### **➔ Course Objective**

- Have a series of skills which will enhance productivity.
- Have more positive attitude towards increased responsibility.
- It would act as a refresher to all the organizing skills, which were left behind during the daily firefighting activities.
- To be able to define effective communication and the best way to manage the office.

### **➔ Target Audience**

- Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.



## **Course Outline**

- Day 1
  - Office Management
  - Desk Management
  
- Day 2
  - Managing the Telephone
  - Managing Your Email
  - Managing Meetings
  
- Day 3
  - Delegation Skills
  - Communication Barriers
  
- Day 4
  - Positive Attitude
  - Technology & Modern Office Management
  
- Day 5
  - Effective Time Management
  - The Planning Process
  - Emotional Intelligence



## Asia Masters Center

### ➤ 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.



## Asia Masters Center

### 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