



Asia Masters Center

Skills of Senior Executive Responsible and Leaders Offices Management



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➔ Course Objective

- Creating opportunities for your personal development and accepting the challenges when they arise
- Managing yourself, your subordinates, your colleagues and your boss more effectively
- Developing the competence & managerial aspects of your role
- Improving your confidence, assertiveness and communication skills
- Managing the stress and pressure in an increasingly challenging environment
- Understanding your own and others personality & its effect on behaviour
- Make better and more effective decisions

➔ Target Audience

- Anyone involved in the operational supervision of an office environment
- Secretaries and administrative support personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Senior Secretaries



Course Outline

- DAY 1
 - Defining and Developing the Role
 - The Executive PA – your vital partnership with management
 - Defining the responsibilities and authority of your role – Biases & prejudice
 - Identifying ways of broadening your role and creating opportunities to increase your responsibilities
 - Developing the managerial aspects of your role – essential management skills
 - Planning for development – identifying and overcoming barriers to your success
 - Understanding your own and others personality & subsequent behaviour
 - Team Exercise

- DAY 2
 - Effective Communication
 - Interacting with others and networking for success – getting yourself seen and heard
 - Developing and advancing your relationship with your manager/director
 - Improving your communication skills – negotiating, influencing, persuading and delegating
 - Individual, Team & Group exercise on Consensus

➤ DAY 3

- Developing Confidence
- Trusting your initiative and judgment
- Saying “no” constructively
- Problem Solving & Decision making tools
- Team roles and interaction with others
- Video Presentation Skills
- Individual & Team Exercise Tantrix & Colour Blind

➤ DAY 4

- Developing and Improving Key Skills
- Improving your confidence and assertiveness
- Practicing effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Conflict Management
- Improving your memory
- Video Conflict Management
- Team Exercise & Leadership Practice Building – Tower Exercise

- DAY 5
- Getting Results
- Benefiting from key motivation techniques – motivating yourself, your subordinates and your boss
- Achieving results through others
- Managing stress and pressure that comes with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your development
- Action planning
- Group Exercise

➤ **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