Asia Masters Center

Simplification of Procedures and Workflow for Office Managers & Secretarial

Asia Masters Center

Simplification of Procedures and Workflow for Office Managers & Secretarial

➡ Course Objective

- ➢ Identify, develop and improve key competencies necessary for superior performance
- ➢ Improve creative thinking, problem solving and decision making skills
- ➢ Develop reading skills and note-making effectiveness
- ➢ Learn to use and apply simple memory systems
- ➢ Be better able to understand personality and behavioural characteristics in order to achieve what they want from other people
- ➢ Develop a plan and approach for self-development

➡ 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

➡ <u>Course Outline</u>

- DAY 1
- Personal Effectiveness – Part I
- Your Brain Skills: The Brains behind a Business
- Thinking about reading (and identifying your current skills)
- How to be a 'successful' reader
- Reading strategies: the theory
- Thinking about note-making
- How to make notes quickly and effectively using mind mapping
- Practice using mind mapping

- DAY 2
- Personal Effectiveness – Part II
- Reading at work
- Combining Fast Reading and Mind Mapping skills to increase effectiveness
- Memory magic: Introduction to Memory systems
- Memory linking
- Memory journeys
- Remembering names and numbers
- Memory at work

- DAY 3
- Effective Inter-Personal Communications
- Barriers – and their solutions
- Body Language/building rapport
- Keys to relationships
- Self image and self esteem
- Getting your point across: know what to say and when to say it
- Managing feelings; managing other people
- Listening and questioning

- DAY 4
- Time Management, Planning & Problem Solving
- Results-orientated time management
- Outcome planning for better results
- Can anyone be creative?
- Practical approaches to problem solving
- Prioritisation and Planning Periods
- Getting things done
- Identifying and dealing with time-wasters

- DAY 5
- Your Personal Skills-set: Putting It All Together
- Your role and job in the context of any organization
- Using Core Skills in the real world
- Thinking and working in groups
- Better Meetings
- How to change habits of a lifetime

➢ **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**