



Asia Masters Center

The Use of Information Technology and Communication Networks at Organizing and Administrating Offices





The Use of Information Technology and Communication Networks at Organizing and Adminstrating Offices

➔ Course Objective

- Develop the skills and attributes of a first class office professional and make a greater contribution in their workplace
- Become more confident
- Become more proactive
- Communicate more confidently and effectively with your manager, colleagues and other departments
- Deal with the difficulties and pressures of working in a modern office
- Prioritise between urgent and important tasks
- Plan, organise and manage time more effectively
- Present yourself more confidently and efficiently
- Write, email and use the phone more professionally and effectively

➔ 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**

- Setting the Scene, Assessing Existing Skills, Time Management
- General introduction
- Assessing prior skills and knowledge
- Competencies required
- Perceptions, attitudes and beliefs
- Learning Styles/Thinking Styles
- Time management skills
- Time Management Group Activity 1
- Video on time management
- Time Management Group Activity 2

➤ **DAY 2**

- Organising and Planning
- Managing workflow
- Techniques for organising and planning – brainstorming, SWOT analysis, Goal setting, setting SMART objectives
- Group Activity
- Mind Mapping
- Video
- Group Activity – mind mapping exercise
- Managing meetings



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➤ **DAY 3**

- Communication Skills
- Understanding Assertiveness
- Group Activity on assertiveness
- Listening and questioning skills
- Group activity on listening effectively
- Body Language
- Group activity on body language

➤ **DAY 4**

- Team Working
- Conflict management
- Dealing with difficult people
- Managing upwards
- Stress management
- Group Team building activity to demonstrate leading, sharing information, understanding the brief, listening skills, teamwork, creative thinking, time management

➤ **DAY 5**

- Presentation Skills
- Telephone skills
- Writing skills
- Email etiquette
- Presentation skills
- Group Exercise – delegates to prepare and present a 4 minute presentation on a topic to be agreed.
- Review of the week

➤ **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.



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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