



Asia Masters Center

Advanced Program To Develop The Skills Of Managers Of The Offices Of Leaders, Ministers



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Advanced Program To Develop The Skills Of Managers Of The Offices Of Leaders, Ministers

➔ Course Objective

- Define and apply the new roles of executive assistants and administrators to meet modern challenges
- Use technology to get more done and to stay connected with the office and their boss
- Plan and organize work flow effectively by filing, documenting, sorting, indexing, and retrieving corporate documents in the most appropriate manner
- Create quality standards for a motivating and productive office environment
- Demonstrate a better command of the English language including the meaning and spelling of words, grammar, and the rules of writing
- Identify and improve the competencies they require to keep generating added value services

➔ Target Audience

- This course is designed for people who have graduated from an office administration program or have several years of documented work experience in the secretarial or office administration fields. It will also benefit those interested in qualifying for entry level supervisory or managerial office positions, as well



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- as those currently in related positions and seeking to improve their professional knowledge and skills in order to succeed in today's high technology offices.



Course Outline

- New roles for new times
- The changing organization
- The role of management in the workplace
- The main tasks of office managers
- New roles for new times
- Optimizing communication and influence
- Fostering a professional attitude
- Producing results from various activities
- Use of technology to get things done
- Mastering data management, indexing and archiving
- Mastering filing systems
- Five secrets to organize files better
- Electronic archiving
- Records management
- The records and information cycle
- Common problems in records management
- Rules for indexing personal and business names
- Cross referencing personal names
- Creating a motivating and productive office environment
- Design and productivity
- Feng Shui office design: the art of working (tips and basic steps)
- Dealing with and managing diversity
- Communicating across cultures
- Six steps to great time management



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- Dealing with difficult bosses
- Inbox zero: managing emails effectively
- Advanced communication skills for administrators
- Business communication
- Communication defined
- Types of communication
- Tips for smart communication
- Creating powerful short presentations
- Tips for powerful presentations
- Key characteristics of dynamic speakers
- The four step communication process
- The 'A-U-D-I-E-N-C-E' analysis
- The anatomy of a good presentation
- Advanced business writing
- Managing the expectations of readers
- Using positive and courteous language
- Preparing meeting agendas and minutes
- The executive assistant success tool box
- Basic modern office etiquette
- Telephone etiquette
- Email etiquette
- Event planning and execution
- Preparing for meetings and conferences
- Major event planning elements
- The event tool box
- Team and leadership skills
- Team formation stages
- Situational leadership



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➤ **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