

THE ESSENTIAL SKILLS FOR PERSONAL ASSISTANTS AND SECRETARIES



COURSE OVERVIEW

In this ever evolving economic environment, all of us need to make strategic revolution to excel in our duties and responsibilities to remain relevant and excel to keep pace with the society demands and live up to our superior expectations. The dynamics of the global business world is changing so fast that we will be left behind if we do not evolve and chart a new direction of competing in the global market.

OBJECTIVES

- Become a multi-tasking employee
- Effectively manage your time
- Communicate diplomatically and effectively
- Make strategic changes to continuously improve
- Make continuous improvements to pursue excellence
- Identify and handle difficult peers and subordinates
- Maintain a positive mindset
- Manage, energize and accelerate your Career Path

COURSE OUTLINE

- Module 1: Critical Success Factors towards High Performance
- Module 2: Know your KSA (Knowledge, Skills and Attitude)
- Module 3: Staying relevant through the turbulent times
- Module 4: Complement your Boss and raise his/her Career to Progress Yours
- Module 5: Effective Communication for 'win-win' outcome
- Module 6: Listen to the verbal communication but hear the body talks
- Module 7: Identify & Managing Difficult Personalities
- Module 8: Managing yourself to Manage Others
- Module 9: Look for NEW 'cheese'
- Module 10: Stress Management Principles
- Module 11: Effectively Manage your Time
- Module 12: Maintaining a Professional Image 'Anytime' 'Anywhere'

TARGET AUDIENCE

Personal Assistants
Secretaries
General Affairs
Executives/ Assistants
Administration
Executives/Officers/
Assistants
Clerical staff preparing
for upgrading

COMFORI SDN BHD

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