

**SBL CLAIMABLE**

# EFFECTIVE ADMINISTRATIVE & MULTITASKING ASSISTANTS AT WORKPLACE



## OVERVIEW

Today's office administration is very challenging with the changes in economy, working style and nature of work. Office administrator, departmental, operation and production clerk must understand their role is not only to make things happen but must also emphasis on the cost in making thing happen, beside, understand the characteristic of the people he or she dealing with in order to give the best of their service and meeting the Organisation Objectives

## OBJECTIVES

- Be an Effective Office Staff – Achieve Boss Expectations!
- A Dynamic, Thinking and Action Oriented Administration Professional
- The Super Administration Professional – Increase Administrative Work Productivity and Performance
- The Modern Administrative Professional – Proactivity, Forward Looking, Action-Oriented, Productiveness and Effectiveness

## COURSE OUTLINE

- Module 1: Administrator Self-Management
- Module 2: Emotional Intelligence
- Module 3: Organisation and Planning Skills
- Module 4: Introduction to Multitasking
- Module 5: Costs and Benefits of Multitasking
- Module 6: Setting and Managing Multiple Priorities



## WHO SHOULD ATTEND?

- Receptionists
- Front desk staff
- Telesales/showroom sales representatives
- Call centre staff
- Support staff handling enquiries and complaints



**COMFORI SDN BHD**

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