

SBL CLAIMABLE

CLERICAL DEVELOPMENT FOR ADMIN STAFF



OVERVIEW

Organizations these days are physically run by middle level management. There is bulk of the work done by a large group of employees at this level. Most tasks and objectives are carried out successfully by this support team. This programme is open to clerical staff that wants to improve continuous service standards.

OBJECTIVES

- To build a working relationship with other
- To learn how communicate better with peers, subordinates and superiors.
- Learn how to handle visitors professionally
- To manage unproductive time and work

COURSE OUTLINE

- Module 1: You & Your Organisation
- Module 2: You & Work
- Module 3: Telephone Ethics
- Module 4: People Communication
- Module 5: Team Work



WHO SHOULD ATTEND?

- Secretaries and Personal Assistants
 - Front liner staff
 - Admin staff & support staff
 - Executive
- For any ladies would like to improves themselves and willing to go EXTRA MILES



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