



ADMIN SKILLS AND DUTIES

DECEMBER 4 - 5, 2023 | 9.00AM – 5.00PM | FMM SELANGOR & KUALA LUMPUR BRANCH

OBJECTIVES

- Discover excellence and pride in their jobs through a realization of their roles, duties, procedures, rules;
- Prioritize work and be effective and efficient in producing excellent results;
- Master the skills of goal setting & time management;
- Practise effective usage of office communication systems;
- Communicate effectively and assertively with boss and colleagues
- Be self-motivated and be a proactive support to their superiors and colleagues for team results

CONTENTS

- The Challenges of Administration in Today's Business Environment
- Enhancing Work Productivity
- Enhancing Job Effectiveness Through Goal Setting & Time Management Skills
- Managing Office Communication Systems
- Effective Interpersonal and Communication Skills
- Preparing For Growth and Opportunities

WHO SHOULD ATTEND?

Clerical & Administrative staff

Date : December 4 - 5, 2023

Time : 9.00am – 5.00pm

Venue : FMM Selangor & Kuala Lumpur Branch
8A, Jalan Pensyarah U1/28,
Hicom Glenmarie Industrial Park
40150 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,272 per participant
Non-Members – RM 1,484 per participant

(inclusive of 6% service tax)

(Fees include course materials, refreshments, lunch and Certificate of Attendance)

FACILITATOR

Irene Choong holds a Master in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the fields of management, human resource education, corporate communications, marketing and service having served in management capacities in various industries. She is a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner of Neuro-Linguistic Programming (NLP). She was with United Engineers Malaysia (UEM) and was also a Senior Management Executive with Projek Lebuhraya Utara -Selatan (PLUS). There, she was responsible for developing, organising and co-ordinating all public relation programmes, publications and corporate events. She also had the opportunity of working with a master trainer of NLP where she gained enormous training experience in human resource development. Irene has served as Manager for a leading direct selling company and was responsible for human resource and the smooth functioning of the service centre. She also managed an Educational Consultancy firm and was responsible for staff development, developing marketing and advertising programmes, liaison with overseas principals and institutions for higher learning in the United States of America, Australia, United Kingdom and Switzerland. For 15 years, Irene has facilitated many workshops for corporate organisations that include leadership, coaching & counselling, customer service, assertive communication, teambuilding, personal discovery & empowerment, emotional intelligence, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, Malaysian Institute of Management (MIM), Corporate Managers Conference, Secretaries Conferences and the Malaysian Association of Facilitators (MAF). She is proficient in both English and Bahasa Malaysia. An enthusiastic and lively speaker, Irene is an active member of the Sunway Toastmasters Club and has held various key positions in the Club. She has won numerous in-house speech contests, having represented the Club in the 1994 and 1998 Division C Annual Speech Contest. She has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), award given in recognition of competence & leadership in the Toastmasters movement.

For further enquiries, please contact:

Siti Nazihah / Azrini

FMM Institute

Selangor & Kuala Lumpur Branch

Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: siti_nazihah@fmm.org.my / azrini@fmm.org.my

Visit us at: www.fmm.edu.my / www.fmm.org.my

REGISTRATION FORM

ADMIN SKILLS AND DUTIES

DECEMBER 4-5, 2023 (MONDAY-TUESDAY)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | CO ID: 475427W_SELANGOR)

Email: siti_nazihah@fmm.org.my / azrini@fmm.org.my

Tel: 03-55692950/4471/4171

Please register the following participant(s) for the above programme:

1. Name	Designation	E-mail
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Nationality	IC / Passport No.	
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2. Name	Designation	E-mail
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Nationality	IC / Passport No.	
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3. Name	Designation	E-mail
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Nationality	IC / Passport No.	
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(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name: _____ Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____