



# EFFECTIVE OFFICE ADMINISTRATION AND MANAGEMENT SKILLS

📅 April 22-23, 2024 (Monday-Tuesday) 🕒 8.45 am – 5.00 pm 📍 FMM Institute Perak

This course would help to understand the effective office administration and management skills where an employee will learn to be an excellent coordinator and outstanding communicator and skilled multitasker.



## COURSE CONTENTS

### INTRODUCTION TO OFFICE MANAGEMENT

- Taking responsibility in managing office administration
- Planning, organizing, controlling

### MANAGING OFFICE ADMINISTRATION

- What /how filing system that can be easily retrieved
- Scheduling of meetings
- Event planning & management
- Front desk skills

### CUSTOMER- CENTRIC MINDSET

- Handling customer complaints diplomatically
- Servicing internal/external stakeholders such as clients/vendors and customers
- Understanding the needs
- Excellent customer service – on time delivery (OTD)

### OFFICE TECHNOLOGY

- Office technology - Introduction
- Misuse of office equipment
- Maintain paperless system

### TIME MANAGEMENT

- Managing time effectively

### EMOTIONAL INTELLIGENCE

- Introduction to emotional intelligence
- What is the relationship between stress and emotional intelligence
- The 4 major components of EI
  - o self awareness
  - o self management
  - o social awareness
  - o relationship management

### EFFECTIVE STRESS MANAGEMENT AT WORKPLACE

- Symptoms of stress
- 4 main causes of stress
  - o Time pressure & conflicts
  - o Inadequate feedback and performance
  - o Unrealistic expectations
  - o Lack of goals

### TELEPHONIC SKILLS AS AN OFFICE ADMINISTRATOR

- Telephone etiquette and behavior
- Handling professional business calls
- effective listening skill

### KOTTER'S MODEL APPROACH

- The 8 Steps Change Model and identify the benefits

## OBJECTIVES

- increase in self confidence
- organisation skills and an understanding of the time management

## METHODOLOGY

This Effective Office Administration and Management course is highly interactive course. This gives an opportunity to share or exchange knowledge and experience of each participant

## WHO SHOULD ATTEND

All administrative personnel/supervisory level/secretaries/personal assistant

## LEARNING OUTCOMES

Upon completion of the course, participants should be able to:

- increase effective communication
- build good working relationship
- improve time management in order to streamline work flow
- stress management
- help to think creatively, problem solving mindset, plan and make decision

## TRAINER

**MS SAMBURNAM JAYARAMAN @ MALA** is a PSMB Certified Trainer and has been working in the corporate field for more than 20 years. She has working experiences with Samsung (M) Sdn.Bhd, RZA Logistics and Metrod (Malaysia) Sdn Bhd. She holds an Executive MBA in Business Administration from Open University Malaysia and a Diploma in Private Secretarial from Pusat Professional College.

**MS MALA** has conducted courses in areas of Production and Operation such as Productivity Improvement Techniques, Quality Control, 5S, And Execution and Control. She is also well-verse conducting trainings in the field of management such as Workplace Ethics, Stress Management, Sexual Harassment, Time Management, Executive Secretary Development Programme and Work Attitude and Value Enhancement.

**Closing Date:  
APRIL 15, 2024**

## COURSE DETAILS

Date **April 22-23, 2024 (Monday-Tuesday)**  
Time **8.45am - 5.00pm**  
Venue **FMM Institute Perak  
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak**

Medium of Instruction **English**

CPD **14 hours**

Fees  **Members RM810.00/pax**

**Non-Members RM972.00/pax**

*(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)*

## ADMINISTRATIVE DETAILS

### HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : 475427W\_PERAK
- HRD Corp Programme No: **Provided upon confirmation**

### DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

### REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

### PAYMENT

- Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

### CANCELLATION

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

~ Registration Form ~

## EFFECTIVE OFFICE ADMINISTRATION AND MANAGEMENT SKILLS

FMM Institute

No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name		Designation	
			HP No	
	NRIC		Email	
2.	Name		Designation	
			HP No	
	NRIC		Email	
3.	Name		Designation	
			HP No	
	NRIC		Email	

*(Please attach a separate list if space is insufficient)*

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "**FMM Institute**".

Submitted by:

Name:	Designation:		
Company:	Tel:	Fax:	
Address:			
Email:	FMM Membership No		