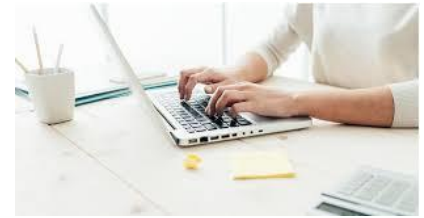




EXECUTIVE SECRETARY DEVELOPMENT PROGRAMME

April 29-30, 2024 (Monday-Tuesday) 8.45am – 5.00pm FMM Institute, Perak

Secretaries and Personal Assistants are important assets of a company. Bosses will not be able to execute their functions smoothly without Secretaries and Personal Assistants. These valuable assistants not only represent them but also do some of their light functions. Secretaries and Personal Assistants help to lighten burden of bosses and executives, relieving them of their daily heavy workload. It is necessary for Secretaries and Personal Assistants to improve their existing competencies to meet the ever changing and ever demanding needs of bosses and executives in this competitive market. Secretaries and Personal Assistants are not just doing administrative and secretarial duties but also problem solving and maintaining work harmony in the office. This course will help Secretaries and Personal Assistants to be more efficient and effective. They will be more confident in interacting and communicating with their bosses and staff.



COURSE CONTENTS

PROFESSIONAL SECRETARIAL ROLE

- Responsibilities
- Skills
- Qualities
- Understanding the management process

Activity 1: Group Discussion

DEVELOPING A PROFESSIONAL IMAGE

- Professional Appearance
- Timekeeping & Punctuality
- Introduction To Office Ethics

Activity 2: Video & Group Discussion

COMMUNICATION & INTERPERSONAL SKILLS

- Body Language, Words, & Tone Of Voice
- Active Listening
- Questioning For Clarity
- Personal Grooming
- Assertive behaviour

Activity 3: Role Play

HOW TO IMPROVE WRITTEN BUSINESS COMMUNICATION

- Informal letter
- Formal letter
- Memos
- Minutes
- Meeting agenda
- Email

Activity 4: Practical Session

PLANNING, ORGANIZING & TIME MANAGEMENT

- Planning
- Prioritising
- Managing Time
- Time Killers

Activity 5: Case Study

ANALYTICAL THINKING & PROBLEM SOLVING

- Understand the different analysing skills
- Enhance these skills by using cognitive abilities
- Understand the importance of analysing, to fulfill long term goals
- The Problem Solving & Decision Making Steps
 - Problem Identification

- Root Cause Analysis
- Solution Analysis
- Implementation
- Standardization

Activity 6: Practical session

FINANCIAL SKILLS

- Managing Office Finance
- Budget Planning
- Monitoring office cash flow

Activity 7: Practical session

IT KNOWLEDGE

- Microsoft Power Point
- Microsoft Excel
- Microsoft Word

Activity 8: Practical Session

PERSONAL EVALUATION

- GROW Model - Goal setting, Reality check, Options, Will
- JOHARI Window
- SWOT Analysis
- Secretarial Character Analysis

Activity 9: Self Analysis

OBJECTIVES

- Upon completion of the course, participants will be able to:
- understand the importance of effective secretarial skills within an organization
 - develop the skills needed to be a professional secretary
 - enhance communication and interpersonal skills
 - manage time efficiently and be able to think proactively
 - be assertive and build a good rapport with your boss
 - develop positive mindset

WHO SHOULD ATTEND

- Secretaries
- Personal Assistants

METHODOLOGY

- Group discussions
- Role Play
- Videos
- Practical sessions
- Scenario Based learning methods

TRAINER

DR PONMALAR A/P BUDDATI SANNAGY is a PSMB Certified Trainer and a Business Coach with over 20 years of training experience. Dr Ponmalar holds a Bachelor of Arts (Hons), (UKM), a Master's in Business Administration, UUM and a Doctorate in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department

DR PONMALAR has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Dr Ponmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibsiden Electronics Malaysia, Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia

COURSE DETAILS

Date **April 29-30, 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

CLOSING DATE: APRIL 22, 2024

~ Registration Form ~

EXECUTIVE SECRETARY DEVELOPMENT PROGRAMME

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