

PARTICIPATION FEES

Member: RM 990.00 per participant
Non-Member: RM 1,113 per participant
(Fee inclusive 6% GST)

WHO SHOULD ATTEND

Pengurus, Eksekutif Pentadbiran, Penyelia, Pembantu Eksekutif, Setiausaha, Perkeranian. Dan sebagainya.

REGISTRATION

Registration is on a **first-come-first-served basis**. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

REPLACEMENT / CANCELLATION

All cancellations must be made in writing. There will be no charge for cancellation received 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. **Cancellation received 5 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees.** If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

For further enquiries kindly contact:

Lina : akmalina@fmm.org.my

Liza : aliza@fmm.org.my

Tel: 06-6031616 / 26 / 27

Closing Date
7 April, 2017



KURSUS MEMANTAPKAN PENTADBIRAN PEJABAT DAN PENGENDALIAN MESYUARAT

HRDF
Claimable

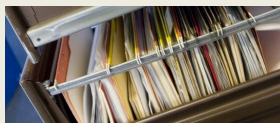
Date : 10-11 April, 2017

Time : 9.00 am - 5.00pm

Venue : Palm Seremban Hotel

INTRODUCTION

Kursus ini diwujudkan bagi membantu para pekerja di semua sektor sama ada awam atau swasta untuk lebih memahami cara memantapkan pentadbiran dan pengendalian mesyuarat dalam sesebuah organisasi.



OBJECTIVES

- Dapat meningkatkan fahaman peranan pejabat
- Menambahkan pengetahuan kaedah pengurusan pejabat
- Dapat memberi perkhidmatan yang baik kepada pelanggan

CONTENTS

PART 1 PENTADBIRAN PEJABAT

MODUL 1 ORGANISASI / PEJABAT

Takrifan Pejabat dan Organisasi
Peranan dan fungsi pejabat
Elemen / perkara yang perlu di Pejabat
Peralatan pejabat, perabut, kabinet fail dll.
- Carta organisasi, carta aliran kerja
Peraturan pejabat
Jadual tugas/JD
Tanggungjawab serta kebersihan pejabat
Pembangunan Insan
Kod pakaian

MODUL 2 PERHUBUNGAN DI PEJABAT

Kerja secara berkumpulan
Kemahiran Berkomunikasi
Perjenisan komunikasi
Halangan komunikasi berkesan
Pengendalian alat komunikasi pejabat
Pengurusan kaunter / panggilan telefon keluar masuk

Teknik menjawab dan membuat panggilan telefon
Meningkatkan kualiti peribadi
Kaedah mengurus masa kerja
Menangani masalah emosi/stress di pejabat
Menangani konflik di Pejabat.

MODUL 3 PERANCANGAN KERJA PEMBELIAN

Pengurusan pembelian keperluan pejabat
Penyelenggaraan inventori / stok
Penggunaan borang pesanan, belian
Penerimaan barang, tanggungjawab penerimaan dan pengedaran barang keperluan pejabat.

MODUL 4 PENGENDALIAN REKOD DAN FAIL PEJABAT.

Pengendalian dokumen/surat-menyurat pejabat
Kaedah menguruskan dokumen terima masuk
Kaedah menguruskan dokumen keluar
Penggunaan email pejabat
Konsep pengurusan rekod pejabat
Kegunaan dan fungsi rekod

PART 2 PENGENDALIAN MESYUARAT

MODUL 1 Takrifan Mesyuarat

Jenis-jenis mesyuarat
Mesyuarat berbentuk makluman
Perancangan kerja

MODUL 2 Tujuan dan Matlamat Mesyuarat/Persediaan Awal

Persediaan –persediaan bagi mengadakan mesyuarat
Sebelum mesyuarat bermula
Tempat mesyuarat
Keperluan-keperluan mesyuarat
Surat Jemputan/peringatan
Tindakan selepas mesyuarat
Tugas Pengerusi dan Setiausaha

TRAINER

Mr. S. Adikalsamy, popularly known as Eddie has wide experience in the field of Filing and Records Management. He was formerly with the **National Archives of Malaysia (Arkib Negara Malaysia)** for more than 30 years where he was involved in Records and Archives Management work including training programmes. He started his carrier at the National Archives of Malaysia in 1966 and retired as a Senior Assistant Archivist with the same organisation in 1998. The position he held prior to his retirement was a Training Officer at the Training and Carrier Development Branch of the National Archives of Malaysia. While serving as a Training Officer, he has conducted / trained extensively within the organization and for other Government agencies both locally as well as participants from other countries. He has conducted numerous programmes on Records Management, filing system, subject classification, indexing and archiving which are his forte. He also holds a Diploma in Public Services and Certificate in Archives Studies, London. He has attended many training programmes relating to management and administration including on Training Methodology.

REGISTRATION FORM

FMM Institute Negeri Sembilan Branch Fax : 06-603 1628

Required vegetarian meal

Attn : Pn Lina / Pn Liza

Name

Designation

Email

1.

2.

Payment :Enclosed cheque/Bank Draft no . _____ for RM _____ being payment for _____ participant (s) made in favour of "FMM Institute"

Submitted by :

Please tick /

FMM Member

NON- Member

Company Stamp

Name : _____ Designation : _____

Company : _____

Address : _____

Tel : _____ Fax : _____ Email : _____