




PROFESSIONAL OFFICE ADMINISTRATION FOR EXECUTIVES

1 November 15 & 16, 2021 (Monday & Tuesday)
8.45 am – 5.00 pm  **Remote Online Learning via Zoom**

Today's office administration is very challenging with the changes in economy, working style and nature of work. Office administrator must understand their role is not only to make things happen but must also emphasize on the cost in making things happen, besides, understand the characteristic of the people he or she dealing with in order to give the best of their service and meeting the Organisation Objectives. In achieving the task objectives, office administrator also need to know how to manage stress by task prioritisation, practice good communication and managing interpersonal skills. To achieve targeted results, administrator & clerk must know how to managing their work and self. The course will help to develop vital habits and key administrative skills to increase productivity and efficiency.



OBJECTIVES

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

- Be an Effective Office Staff – Achieve Boss Expectations!
- Administrator Professional Commitment – Achieve Career Success!
- Change Professional Roles and Responsibilities to Meet Future Challenges!
- A Dynamic, Thinking and Action Oriented Administration Professional
- The Super Administration Professional – Increase Administrative Work Productivity and Performance

METHODOLOGY

The programme is designed to give the participants enhanced learning through use of a variety of activities; individual and group exercises, question and answers opportunities, presentation to each style of participant learning. The sessions will be interactive and optimise the experiential learning process. Each delegate will leave with a personal development plan on how they will use the learnings.

WHO SHOULD ATTEND

Administrators, Administrative Assistant, Personal Assistant, Secretaries, Senior Clerks Clerical Personnel, Office Support Staff

TRAINER

MS PONMALAR A/P BUDDATI SANNAGY is a PSMB Certified Trainer and a Business Coach with over 17 years of training experience. Ms Ponmalar holds a Bachelor of Arts (Hons), (UKM) and a Master's 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.

MS 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 Ms Ponnmalar'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, Ibdien 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 CONTENTS

PART 1:

ADMINISTRATOR SELF MANAGEMENT

- The organizations purpose and values
- Where your supporting role fits in
- Your attitude to work
- Your learning style
- Current skills, experience and knowledge
- Adaptability and its importance
- Why IMPACT is so important

PART 2:

EMOTIONAL INTELLIGENCE

- Self –Awareness
- Self-Projection
- Self-Management
- Self-Discipline
- Relationship Management
- Social Awareness

PART 3:

ORGANISATION AND PLANNING SKILLS

- Managing your workload – priorities
- The 6 Questions
- Using your Time Effectively – time wasters, procrastination, having a good personal operating system
- Great techniques for planning and organisation
- Organising meetings and events

PART 4: BEHAVIOUR VERSATILITY

- Identifying own behaviour
- Recognising different types
- Managing the interaction

PART 5:

COMMUNICATION AND PRESENTATION SKILLS

- Good listening and questioning skills
- Professional Telephone behaviour
- Overcoming Communication Barriers
- Effective email and writing skills
- Assertiveness Skills

PART 6:

TEAM WORKING

- Understanding Personalities
- Managing your relationships
- Handling difficult people
- Controlling stress
- Dealing with conflict
- Working within a team

PART 7:

SELF DEVELOPMENT

- Positive approach to development
- Techniques to improve your skills – memory, competencies, organisation
- Confidence and self belief
- Appraisals and feedback
- Your Personal Development Plan

PART 8:

FILING AND DOCUMENTATION

- Types of filing and documentation
- Manual vs digital
- Keeping track in-tray

PART 9:

ATTENTION MANAGEMENT

- Staying focussed
- Minimising distraction
- MoSCoW Technique
- Grid Analysis
- Summarizing

For further details, please contact
Ms Nicole / Ms Divya / Pn Eda / Ms Harvindar
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✉ fmmperak@fmm.org.my

.... COURSE DETAILS

Date **November 15 & 16, 2021 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **English**
CPD: **14 hours**
Fees **MEMBERS RM636.00/pax**
NON-MEMBERS RM795.00/pax
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

- ❖ *Download and install ZOOM app on your laptop/desktop before the programme*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Access Links will be provided upon confirmation of the programme*

.... ADMINISTRATIVE DETAILS

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 SBL-KHAS Scheme, 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: NOVEMBER 8, 2021

~ Registration Form ~

PROFESSIONAL OFFICE ADMINISTRATION FOR EXECUTIVES

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

(Please attach a separate list if space is insufficient)

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

- We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will **NOT BE CLAIMING under SBL-Khas Scheme**. 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 _____