



#Public Training/Workshop#

Expending Secretarial Skills for Peak Performance Workshop

"The Art Of Adventure For Lifelong Learning"

Program Overview:

Secretaries and Personal Assistants perform a variety of administrative support and clerical duties necessary to every levels of business to ensure the smooth running of an organisation. This course will enable participants to handle their varied responsibilities in an efficient approach. Individuals who possess strong communication, information management tasks and business skills are in demand for this type of employment.

The extent and complexity of their duties can depend on a number of factors, including:

- Education and certification
- Experience in administrative support, management and business
- An executive's level within the organization and confidence in the secretary's effectiveness.
- Organizational working system and professionalism.

Methodology:

In this **experiential and active learning workshop**, the training facilitator adopts a coaching and facilitative approach. It is very important to engage the participants in reviewing their own outcomes.

The activities are designed to illustrate key issues that the participants are facing in their role by using **Neuro-linguistic programming (NLP) and other** tools to create illustrations, demonstrations and activities such as role plays, Mind exercises, group discussion and program take away.

Learning Outcomes:

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|--|--|--|
| <ul style="list-style-type: none"> • Adapt to the manager's needs and style of working • Take initiative when needed • Develop basic business acumen • Understand the importance of office management • Prepare for changes and surprises | <ul style="list-style-type: none"> • Manage others and keep them on track • Manage meetings expertly & Keep minutes • Handling technology & cross digital • Develop confidentiality • Develop people skills & social intelligence | <ul style="list-style-type: none"> • Develop effective communication skills & Listen skills • Develop phone and voicemail etiquette • Understand and use email protocol and copywriting • Handle difficult people and situations • Understand and use social media management |
|--|--|--|

Date:

Please refer to our WEBSITE

Duration:

2 days (9am - 5pm)

Medium:

English & Bahasa Malaysia

Venue:

Who will benefit :

- Secretaries
- Administrative Assistants
- Personal Assistants
- Executive Assistants
- Project Assistants
- Receptionists

Program Schedule :

Registration	: 8.30am
Morning session	: 9.00am - 10.30am
Morning Tea	: 10.30am - 10.45am
Lunch	: 1.00pm - 2.00pm
Afternoon session	: 2.00pm - 3.30pm
Afternoon Tea	: 3.30pm - 3.45pm
End	: 5.00pm



COURSE CONTENT

Module 1:

Understanding and Developing My Motivation Factors (using Motivation Profile®):

- Accessing my motivation level with Motivation Profile®
- Proactive Re-Action to develop my motivation level – Self motivated
- Adapting changes and surprises in me!
- Eliminating negative emotions.
- Overcome the road block and negativity on me

Module 2:

The Power of People Skills and Rapport Building (using Neuro-Linguistic Programming - NLP)

- Aligning Natural Power IQ-EQ-SQ
- How to use the left and right side of your brain to achieve its full potential
- Rapport Building
- People skills and social intelligent.
- Advance language patterns that access the sub-consciousness.
- What words to use to encourage better communication, how to use body language to build rapport
- The Buying Factors – Influence Others with NLP techniques

Module 3:

The Communication Skills Using the NLP

- The Body Language Pattern
- Advance language patterns that access the sub-consciousness.
- What words to use to encourage better communication, how to use body language to build rapport
- The Buying Factors – Influence Others with NLP techniques
- 4 Methods you can use

Module 4:

Me, My Boss and others

- Handling people and situations
- Adapting myself style of working VS my boss style of working

Module 5:

Handling Technology in My Secretary Duty (Desktop and Mobile Applications)

- Cross the Digital Divide.
- Using Technology and Information for productivity and efficiency.
- Planning & coordination tools.
- Managing others and keep them on track using technology
- Social Media role and management for organization
- Masters the Tools of the Trade (word processing, desktop publishing, database management, spread sheets, etc..)

Module 6:

Business Acumen for Secretary

- 5 Ways to Develop Your Business Acumen
- Understand and speak business language
- Understanding the 5 Essential Elements of Business Acumen

Module 7:

Enhancing My Secretary Competencies

- 7 Core Competencies of Successful Administrative Professionals
 - 1) Master of Self & Time Management
 - ⇒ Keeping Your Focus
 - ⇒ Road Map
 - ⇒ Learn To Say No
 - ⇒ The Planning System
 - ⇒ Taking Control & Discipline
 - ⇒ Begin with the End in Mind
 - 2) Organized and Detail Oriented
 - 3) Industry Savvy
 - 4) Attitude and Appearance
 - ⇒ Grooming and personality
 - ⇒ First impression in My self
 - 5) Deals With Office Politics and Confidentiality
 - ⇒ Develop confidentiality
 - ⇒ Stay neutral and be diplomatic
 - ⇒ Things could sink your career real quick
 - 6) Judgmental in Me
 - ⇒ Make reasonable decisions in the absence of direction
 - ⇒ Works effectively without constant and direct supervision
 - 7) Enhancing my technical skills
 - ⇒ Effective Phone and voice antiques
 - ⇒ Email protocol and copywriting
 - ⇒ Manage meeting expertly and keep minutes.

Module 8:

Review , Reflections and Action Plans

- Evaluate the experience and plan for using the skills on the job and in life
- Personal Action Plans and Commitment
- Program Take away



COURSE LEADER

Mohammad Aslam b Mohammad

B. Sc. Hons (IT), General Science (Kuwait)
Certified NLP® Practitioner (ABNLP), Time Line Therapy® Practitioner (TLTA)

A degree holder in Information Technology major in Production Engineering in a local university and General Science Studies in Kuwait, Mohammad Aslam has been in training and consultancy field since 2008.

Mohammad Aslam also had attended numerous training which enables him in enhancing his competency in performing his task. As known to be an energetic and dynamic trainer, he has conducted training and facilitation for organizations and individuals to be leaders of today's demanding society. Besides that, Mohammad Aslam plays a big role in the society to produce more entrepreneurs with his framework/structure program. An accomplishment in his program design was the recognition from higher education recognition and the years of commitment from entrepreneurship institution in the government with him. Among the unique approach that he use in his design is 'real business simulation program' based on Learn – Do – Feel – Faced methods.

He normally share the use of psychometric instruments or tools that helps people understands their psychological preferences, improve relationships and fulfil human potential in his training programs. He adopts a very participative approach in his training using lectures, group activities, case study, role play, discussions, and real life simulations. His work in training clients includes identifying the deficiency/gap, training design, formulating training strategies, training plan and carrying out customized training programs with emphasis on result.

His skills and experience make him a value trainer and consultant for organization such as Telekom Malaysia(TM), Proton, Toyota, Delphy, HP, PJ Bumi, Universiti Teknologi MARA (UITM), International Islamic University(IUIM), Management Science Universiti (MSU), Kumpulan Karangkraf, TLDM, YAUM Foundation, Perbadanan Kemajuan Negeri recognized by the government and corporate agencies. As a professional trainer that specializes in human development areas such as Motivational Programs, Team Building, Management Skills, Communication, Negotiation, Office Management, Training Need Analysis-TNA, Train the Trainer-TTT, Presentation, Time Management, Positive Work Culture, Stress Management and Entrepreneurship Development programs.

He has worked from the executive to senior managerial position which has enriched his exposure in dealings with employees and understanding the complexity of people behaviours. Mohammad Aslam has extensive experience in the field particularly in various industries such as creative, publishing, production & manufacturing. In the industry, Aslam was also responsible for the development and execution of Training Need Analysis (TNA), 5S Project, Total Productive Maintenance (TPM), Transformation Work Culture Program, and The Apprenticeship Structured Program (consist of On The Job and Off The Job Training). He was also responsible for the safety and ISO Internal Audit committee.

He incorporates his experience and knowledge in his programs to share and give the effective learning to his participants. As a trainer and consultant with his years of experience and the combination of his jovial, energetic, and colourful disposition when coupled with knowledge and wisdom, Mohammad Aslam has the ability to draw out the best outcome and deep impacts on clients immensely.

He is a certified trainer by PSMB (No: TTT/0450)

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Registration Form

Expending Secretarial Skills for Peak Performance Workshop

Date : Refer to our WEBSITE

Venue:

PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :

icare@asl-solutions.com ; shafi@asl-solutions.com

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TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation
2. Fees are inclusive of program materials and refreshments.
3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking(LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a 50% cancellation liability should the notice given is less than two(2) weeks. and 100% cancellation liability 7-days prior to the event Non-payment or non- attendance does not constitute cancellation. (However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing)

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

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COMPANY STAMP



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