



# Public Training/Workshop#

## EXCELLENCE SECRETARY

*“The Art Of Adventure For Lifelong Learning”*

### INTRODUCTION:

This Secretarial and Administrative Skills workshop is designed to enhance and improve the secretarial, administrative and people skills of secretaries.

The administrative secretary must regularly exercise independent judgment and action, including making frequent decisions in line with delegated responsibilities from assigned supervisor. As such they must be effective and efficient in their time management and their people skills.

This program seeks to equip participants who do secretarial duties with techniques and tools on how to carry out their duties well and manage their own motivation as well as difficult people.

### OBJECTIVES:

- Understand oneself and others better through personality
- Improve communication for better relationship
- Visualize personal and professional success
- Develop a positive attitude towards time management by recognizing the importance and benefits of time management and tools, technique and processes effectively for better results.
- Write SMART goals and explain their benefit.
- Identify their own particular time wasters and adopt strategies for eliminating them from their work pattern.
- Recognize the different types of stress, their benefits or consequences.  
Apply stress management technique for improving personal effectiveness and productivity.

### METHODOLOGY:

- Using presentation technique through interactive lectures
- Group activities
- Learning activity through implementation
- Discussion & Role Play
- Video
- Games & Simulations

### DATE:

Please refer to our WEBSITE

### VENUE:

### DURATION:

2 Days (09:00am - 05:00pm)

### TRAINER :

Ms. Anisah

### MEDIUM :

English & Bahasa Malaysia



# COURSE CONTENTS:

## PERSONALITY PROFILING

- Understand oneself and others
- Personal ownership for behavioral style
- How to adapt your style to others
- Elements of your style that interfere with performance
- Behaviors that need changing to enhance effectiveness
- Assess your individual strengths  
SWOT

## MANAGING YOURSELF FOR SUCCESS

- Identify self-defeating feelings that limit personal growth, professional growth and success
- Establish goal setting for personal improvement
- Establish goal setting for professional improvement
- How to set personal goals aligned with organizational goals
- Visualizing for success
- Create awareness about life-enhancing changes that you'd like to make
- Ownership for daily choices

## POWERFUL COMMUNICATION TOOLS

- Ownership for conflict resolution
- Dealing with Difficult People
- How to listen with intent and understanding
- The choice of listening versus hearing
- How to listen to criticism without defensiveness
- Assertive vs Aggressive vs Passive

## PLANNING AND PRIORITISING WISELY

- What is Personal Effectiveness?
- Creating Your Productivity Journal
- Maximizing the Power of Your Productivity Journal
- The Urgent vs Important Matrix
- The Glass Jar: Rocks, Pebbles, Sand, and Water

## TACKLING PROCRASTINATION

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

## EVALUATE CURRENT USAGE OF TIME

- Keeping a time log.
- Identifying your personal time wasters.
- Dealing with interruptions.

## MEETING MANAGEMENT

- Deciding if a Meeting is Necessary
- Using the PAT Approach
- Building the Agenda
- Keeping Things on Track
- Making Sure the Meeting Was Worthwhile

## HOW CAN I DEAL WITH INTERRUPTIONS?

- Setting the limits
- Just say 'no'
- What happens in an emergency

## UNDERSTANDING STRESS

- What is Stress?
- Where does Stress Come from?
- What time of people are more prone to Stress?
- What are the common signs of Stress?
- The Effect of Stress on Physical Health and Well-being

## HOW CAN WE MANAGE STRESS BETTER?

- Become aware of your stressors, and your emotional and physical reactions to them
- Recognize what you can change
- Reduce your emotional reactions to stress
- Learn to moderate your physical reactions to stress
- Build your physical reserves
- Develop healthy eating habits
- Maintain your emotional reserves

## THE POWER OF IMAGE

- What makes Image so IMPORTANT
- MIRROR MIRROR on the WALL
- Color and Style
- Make Up and Hijab Style for Women



## COURSE LEADER :

**SHARIFFAH ANISAH SYED IDRUS**

Shariffah Anisah Syed Idrus's wealth of experience in training and development gleaned from working for prominent organisations namely Celcom, TMNet, Telekom Malaysia (TM), BSN, KASK Access Inc. and Bank Muamalat Malaysia Berhad. Since commencing her career, she has progressed through a variety of management positions to firmly establish herself as an influential and highly respected, multi-skilled trainer, facilitator and consultant.

Shariffah Anisah started her career as Product Trainer at Mobile Services Division, Celcom. After 5 years, she moved on to become Trainer at Telekom Training College, focusing on soft-skilled programs such as Core Values Program (Mission and Vision), Team Building and Change Management. When she was conducting the Core Values Program, she trained almost 5000 TM employees. Shariffah Anisah moved on to become the Training Manager at BSN before joining KASK Access Inc Sdn Bhd. Shariffah Anisah gained her consultancy experience while becoming Senior Consultant at KASK Access Inc Sdn Bhd. Moving forward, Shariffah Anisah joined Bank Muamalat Malaysia Berhad to become the internal Coach and trainer. At BMMB, she conducted softskills programs as well as conducting coaching training programs, namely coaching for Performance, Developing Supervisory Skills, Hijrah to Success and Team Building Programs.

Training has always been Shariffah Anisah's passion and interest. Shariffah Anisah's enthusiastic approach to training is simple yet results-oriented: "Learning by Doing" – the experiential approach. It is generally recognised that there is a challenging gap between knowing a principle and applying it in the real world situation. Therefore, Shariffah Anisah's training programs focus on the immediate effective transfer of skills from the training room to the work environment. Since it is an adult learning process, training programs are highly interactive and application of management games which are related to the focused programs. She also strongly believes that training is not just transferring of knowledge and skills but it is actually a process of sharing information, knowledge and skills between the facilitator and participants.

## IN-HOUSE TRAINING

**Do you have 5 STAFF and above with similar training requirements?**

**ASL Training offers In-House training programs specially designed to meet the particular needs of the client's / organizations.**

**Want to know more or should you require any further assistant?**

Call us **NOW** at

**+603-5542 0023 / [icare@asl-solutions.com](mailto:icare@asl-solutions.com)**

**Our program is claimable fully under HRDF/PSMB**

**[Click here](#) to check out our crazy PROMOTION**



# Registration Form

## EXCELLENCE SECRETARY

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

**Date: Refer to our WEBSITE | Venue:**

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

FAX : +603-5548 0024 ; TEL: +603-5542 0023 (Hunting Line)

PARTICIPATION FOR TWO DAYS WORKSHOP

**PROMOTION AVAILABLE  
WANT TO KNOW MORE?  
>>CALL US NOW!!<<**

**You will get an exclusive access to our private E-Learning portal, lifelong !!**

### PARTICIPANT'S NAME :

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Address \_\_\_\_\_

City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel : \_\_\_\_\_ Fax: \_\_\_\_\_

(Authorization (Signatory must be authorized on behalf of the company )

Name: \_\_\_\_\_

Position: \_\_\_\_\_ Department : \_\_\_\_\_

DL: \_\_\_\_\_ Email : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This booking is invalid without a signature & company stamp.

### 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 :

**ASL Training & Consultancy Sdn Bhd.**

**COMPANY STAMP**

