



Public Training/ Workshop#

SETIAUSAHA CEMERLANG

"We Make Learning More Adventure"

Date	: 19 - 20 Apr 2017
	: 9 - 10 Aug 2017
Duration	: 2 days, 9am – 5pm
Venue	: Vistana Hotel, KL
Medium	: Bahasa Malaysia
Trainer	: Shariffah Anisah Syed Idrus's

Rasional:

Sebagai seorang staf, seorang setiausaha sudah pastinya mempunyai hasrat dan keinginan untuk mempamerkan kecekapan, keyakinan, gaya yang sesuai dan sepadan dengan tugas serta tanggungjawab yang diamanahkan. Seorang setiausaha bukan hanya bertanggungjawab terhadap arahan orang atasannya sahaja malah semestinya perlu mahir dalam mengurus pejabat dengan Cemerlang kerana Pengurusan Pejabat yang Cepak akan melambangkan identiti ORGANISASINYA. Setiausaha yang BERKESAN akan melancarkan kerja-kerja yang dipertanggungjawabkan kepadanya. Prestasi sesuatu organisasi amat bergantung kepada prestasi dan sumbangan individu. Prestasi individu pula memberi gambaran amalan dan faktor lain yang mempengaruhi motivasi mereka untuk berkhidmat dengan lebih cemerlang. Oleh yang demikian, mereka perlu didedahkan kepada teknik meningkatkan potensi diri, memotivasikan diri, dan membina pasukan agar mereka menjadi insan lebih cemerlang dan lebih berjaya seterusnya meningkatkan produktiviti diri dan organisasi.

Metodologi :

- menggunakan teknik persembahan melalui
 - syarahan yang interaktif
 - aktiviti berkumpulan
 - aktiviti pembelajaran melalui pelaksanaan
 - diskusi
 - role play
 - tontonan video
 - simulation dan games



Objektif program:

- Mengenalpasti dan menjelaskan makna kerja, matlamat dan harapan diri sendiri dan organisasi serta sifat-sifat pekerja cemerlang.
- Memahami bagaimana Personaliti, gender dan budaya mempengaruhi pemikiran, emosi dan stail pembelajaran.
- Mempelajari Ciri-Ciri Pembantu Tadbir Cemerlang dan dapat memainkan Peranannya dengan Berkesan.
- Memahami tugas, tanggungjawab serta amanah dipikul dalam kehidupan yang memerlukan kepada kecemerlangan
- Mengenalpasti kekuatan diri, kelemahan, kehebatan dan potensi diri
- Berfikiran positif, berwawasan, profesional dan menyayangi diri serta organisasi
- Menggunakan pelbagai teknik membina kekuatan diri bagi menghadapi pelbagai cabaran kehidupan
- Memahami faktor-faktor penggalak dan penghalang kepada kecemerlangan diri dan keseronokan bekerja
- Mengenalpasti dan menjelaskan faktor-faktor sikap kerja positif dan produktif yang menjana kepada penambahbaikan prestasi kerja dan organisasi berasaskan kepada elemen-elemen pengetahuan, kemahiran/keterampilan dan sikap kerja positif.
- Menjalinkan 'network' dengan individu di sekeliling (pasangan, keluarga, majikan, rakan dan ahli masyarakat) atau sesama peserta bagi mendapatkan sokongan faktor kejayaan selepas tamat kursus.
- Mengetahui teknik berkomunikasi yang berkesan bagi melicinkan proses kerja berpasukan.
- Membuat kesimpulan jelas akan maksud kejayaan dan kebahagiaan kehidupan yang seimbang.



Kandungan Kursus

Modul 1:

Budaya Kerja Cemerlang: Konsep dan Kepentingannya

- Apa itu kecemerlangan & Mengapa individu dan organisasi perlu cemerlang
- Ciri-ciri dan sifat orang yang cemerlang & Faktor-faktor yang mempengaruhi kecemerlangan
- Peranan pekerja dalam pembentukan budaya kerja cemerlang

Modul 2:

Budaya serta ciri- ciri setiausaha 'C.E.M.E.R.L.A.N.G'

- Budaya C: Ceria
- Budaya E: Ehsan
- Budaya M: Misi
- Budaya E: Etika
- Budaya R: Rasa Syukur
- Budaya L: Lakukan Peningkatan
- Budaya A: Atasi Masalah
- Budaya N: Nilai Perhubungan
- Budaya G: Gerakkan Bersama

Agenda Tindakan: Ke Arah Penghayatan Budaya Kerja C.E.M.E.R.L.A.N.G

Modul 3 : Mengapai Kejayaan

- Definisi Kejayaan & Apakah erti kejayaan pada diri anda
- Ciri-ciri orang yang berjaya
- Mengenali insan berjaya di dunia ini & Bagaiman hendak berjaya

Modul 4 : Mengenal diri dan meningkatkan prestasi diri

- Mengenal diri & Profil Personaliti yang sebenar berasaskan DISC
- Memahami diri dan orang lain melalui Profil Personaliti
- Apakah matlamat dan tujuan hidup ini & Langkah-langkah penting dalam mencapai matlamat
- Mengenalpasti kekuatan, kelemahan dan potensi diri
- SWOT
- Analisis & Membina Imej Diri, Membangunkan Potensi Diri.
- Ciri-ciri dan sikap orang yang positif
- Mengenalpasti potensi diri,Keajaiban keyakinan diri, Kejayaan dan kegagalan & Konsep keterbukaan minda

Modul 5 : Pengurusan diri di dalam kehidupan anda

- Mempertingkatkan diri di dalam 7 bahagian utama :
 - Kerjaya, Kerohanian, Mental, Keluarga, Fizikal, Kemasyarakatan & Kewangan

Modul 6 : Pakaian dan Fesyen – Gaya & Warna

- Pemakaian
 - ♦ Tudung, Make-up, Baju/Skirt/Seluar
 - ♦ Kasut
 - ♦ Fesyen tradisional dalam persekitaran kerja
 - ♦ Pemilihan Warna yang Sesuai (Berdasarkan kulit & bentuk badan)
 - ♦ Warna dan Personaliti

- ♦ Pemakaian mengikut warna hari & Mengenali Gaya Keterampilan dan Personaliti Diri
- ♦ Aksesori diri – kesesuaian ditempat kerja & majlis

Modul 7 : Kebersihan diri (Personal hygiene and cleanliness)

- Kebersihan badan, Bau Badan, Pernafasan, Gigi dan mulut
- Kebersihan pakaian, Penjagaan Diri & Kecantikan
- Cara pembersihan muka yang betul & Petua membuat sendiri pupur dan skrub menggunakan bahan-bahan asli

Modul 8 : Penjagaan Kesihatan Diri

- Diet yang Betul & Cara Pemakanan yang Sihat
- Tabiat Kehidupan
 - ♦ Senaman / Arobik ,Beribadat/Istirehat ,Bersukan/ latihan jasmani ,Cara Atasi Tekanan Mental & Emosi

Modul 9 : Mengenalpasti dan menjelaskan elemen-elemen nilai kerja dan nilai etika kerja berdasarkan kepada pengalaman melaksanakan aktiviti kerja sebenar

- Nilai diri, Nilai kerja, Nilai etika kerja, Nilai-nilai Murni
- Peranan dan Tanggungjawab Seorang Pembantu Tadbir.
- Menilai Sikap Peserta terhadap Kerjaya Pembantu Pentadbiran.
- Membentuk Pasukan Kerja dengan Bos & Profil Peribadi Bos Anda & Petua Menguruskan Bos.
- Muhasabah diri

Modul 10 : Teknik komunikasi berkesan didalam kerja berpasukan

- Proses-proses komunikasi, Fungsi-fungsi komunikasi & Halangan dan gangguan di dalam komunikasi
- Ciri-ciri menentukan komunikasi berkesan, latihan-latihan berkomunikasi melalui role play serta game dan kaitan dengan kerjaya
- Cara memberi pandangan & mendengar pendapat
- Bekerja sebagai satu pasukan & Menangani stres dan tekanan di tempat kerja

Siapa yang patut hadir ?:

Pembantu tadbir, Setiausaha, Setiausaha Executive, Setiausaha Pejabat Pembantu Khas Pengurusan Perhubungan Pelanggan, Pegawai Khas, Kerani, Penolong Sumber Manusia

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 LEADER

SHARIFFAH ANISAH SYED IDRUS'S

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.

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Registration Form

PENGURUSAN REKOD DAN FAIL YANG EFEKTIF

Date : 19-20 Apr, 9-10 Aug 2017 | Venue: Vistana Hotel, KL

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

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

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PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

RM 1380 Per Pax (Normal Price)

GROUP REG: RM 1,104 PER PAX!!

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Person In Charge:

Name: _____

Position: _____ Department : _____

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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,

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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



PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16				F A S T I N G M O N T H	18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27		21 - 22	
Leaders of 21st Century	2	18 - 19								12 - 13.			
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19			11 - 12.					12 - 13.
Higher Productivity & Effective Supervisory Skills	2												
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiausaha Cemerlang 2017	2				19 - 20			25 - 26	9 - 10.				6 - 7.
Positive Attitude At Work	2					18 - 19		25 - 26					
Benakel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2								7 - 8.				
Writing Good Business Documents & Reports	2	11 - 12.						11 - 12.					
Professional Grooming	2		22 - 23								3 - 4.		5 - 6.
Microsoft Excel Training (Intermediate)	2				11 - 12.				22 - 23				
Microsoft Excel Training (Advance)	2				11 - 12.				22 - 23				
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							4 - 5.
Awareness On Rigging & Slinging Training	2			8 - 9.							10 - 11.		
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15								1 - 2.	
Poka Yoke - Achieving Zero Defects in Production Operation	2									26 - 27			
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.				12 - 13.			

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