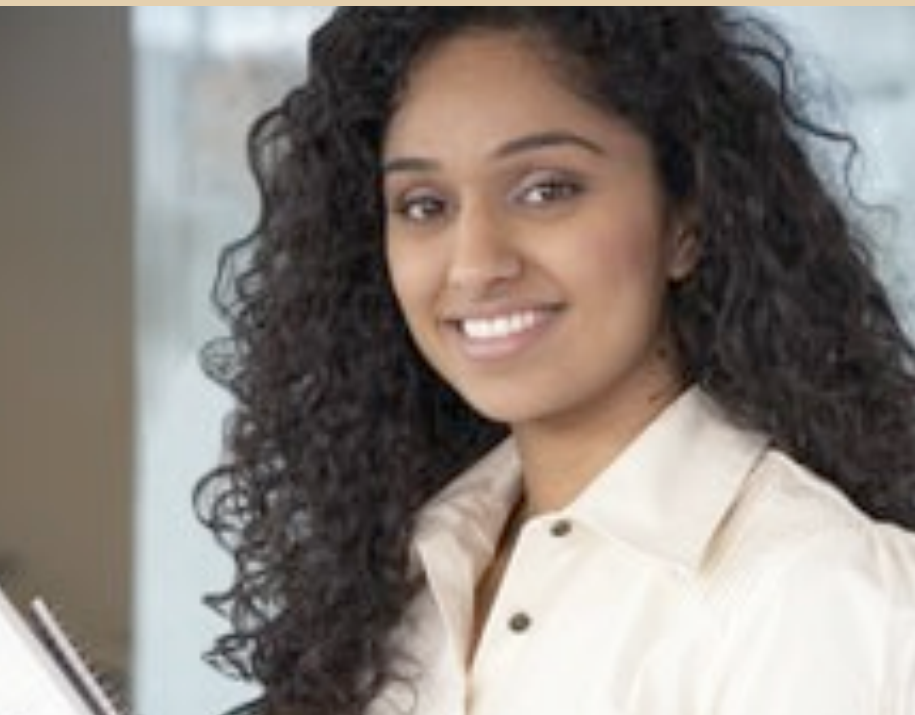


Enhancing Administrative & Clerical Skills in the Workplace

FACILITATOR - Minami Tirta

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The customer service chain is the chain that links the products and services provided by your business with the customer. You and your team, are links in that chain, whatever your job.

In any business, every job is a service job. There maybe staff who say that since they never meet a customer they do have a service job. Such statements fail to recognize the essential elements in the service network. But if every link in the chain is strong, and everyone passes excellent service on to the next link, then customers outside the organization will feel the benefit of excellent service.



B. OBJECTIVES

This two days workshop will help the participants to :

- Develop self awareness and understanding of their roles and responsibilities. To establish a sense of fulfillment and direction in their career and personal lives.
- To develop positive relationship between superiors and colleagues.
- Understand the power of good attitudes. Understanding the difference between listening and hearing Discuss personal presentation and body language.
- **CARE**- Courtesy, **A**ttitude, **R**espect and **E**nthusiasm – any of these four aspect can be a customer service positive or negative in every contact your staff has with a customer

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B. COURSE CONTENTS

Part 1: Positioning Yourself as a Professional

- Developing a "Big Picture" Viewpoint
- Your Attitude and Your Job
- You and Your Manager: A Unique Relationship
- Understanding the role and function of an administrative and clerical staff

Workshop 1 : Understanding KASB and retooling of KASB contributions to the company

Part 2: Enhancing Your Professional Image

- Assessing Your Image
- The Benefits of a Professional Image
- Non-Verbal Communication or Body Language

Workshop 2 : Exploring the importance of grooming, attitude and self-awareness

Part 3: Setting work goal

- Prioritizing Work Overload
- Setting Priorities
- Time-Management Tips
- SMART goal technique

Workshop 3 : Exercises on setting SMART goal for excellent results.

Part 4: Communicating for Results

- Communication Skills
- Everybody is a customer
- Identifying internal and external customers
- Understanding the difference between aggressive, passive and assertive communication

Workshop 4 : Exercises and role play to encourage listening and understand the importance of good internal customer service to deliver the ultimate customer satisfaction.

Part 5: The Importance of Good Customer Relations:

- Understanding customer needs
- Creating a customer-first environment
- Understanding different types of customers' personalities and how to communicate with them.

Workshop 5 : Exercises and role play to encourage proactive listening. Scenario problem solving

Part 6: Communicating in the workplace

- The communication process
- Internal and external communication
- Methods used for workplace communication
- Writing E-mails etiquette
- Handling telephone
 - ▶ Choose vocabulary that is calming and persuasive.
 - ▶ Ensure that every call results in furthering a positive image of your company in the mind of the customer
 - ▶ Practice effective listening

Workshop 6 : Exercises on courtesy, choice of words and the phone also Telephone role play activity / simulation through scenarios

Part 7 : Office management

- The purpose and importance of office management
- Office system control
- Document management systems

Workshop 7 : Identifying ways to be more vigilant in the workplace

Part 8: Preparing for growth and opportunities (Expanding Your Skills)

- Where from here?
- Understanding the danger of 'knowing the answer'
- Taking responsibility to self growth and awareness

Workshop 8 : Thinking outside of the box. Everything is in our mind (Square wheels paradigm)

WHO SHOULD ATTEND:

All Front-Liner Staff Dealing With Customers

INVESTMENT : (Enhancing administrative & clerical skills in the workplace)

Early Bird rate :RM 680 per person (Paid on or before 27th December 2009)

Normal Rate : RM 780 per person

10% discount of the total fees for 3 people from the same corporation/group.

10% discount of the total fees if you register online at <http://www.tndp.com.my>.

All cheques should be crossed and made payable to **Puncak Mahajaya Sdn Bhd.**

Cancellation

- Cancellation must be made in writing
- A prompt refund minus 15 % administrative charge for cancellation received at least 3 weeks before the training
- No refund can be made for cancellation made less than 2 weeks. However, places are transferable.



Minami Tirta

Master in Training & Development, Griffith University, Australia

EQ Certified Trainer (6 Seconds, USA),
Enneragram Certified Trainer & Profiler,
Certified Peak Performance Energy Coach,
Certified NLP Practitioner

Minami has more than 5 years hands-on experience in human resource and training. She received her Master in Training and Development from Griffith University, Australia. Minami was involved in the field of education, both here and overseas. This experience has given her a solid background in training, and exposed her to various aspects of training and development. Her expertise and enthusiasm for professional development has resulted in her having an innovative and dynamic approach to training, ensuring program content is current and relevant to the specific needs of client.

REGISTRATION FORM

Total number of participants attending :

Name: Position:

Name: Position:

Company:

Address:

Nominating person: Position:

Phone: Fax: E mail:

Cheque for (\$) enclosed.

To register, fax this form to (82) 411368



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