

APRIL

**22-23**

DORSETT GRAND **SUBANG**

MAY

**27-28**

G HOTEL GURNEY **PENANG**

A 2-DAY COURSE ON

# *Reach for the stars!* **EXCELLENT SECRETARIES, ADMINISTRATION, AND OFFICE MANAGEMENT**

## HIGHLIGHTS

- The Office And You
- Human Relations And Interpersonal Skills
- Professional Image And Ethics
- Effective Communication Skills
- Time Management
- Professional Telephone Etiquette
- Fundamentals Of Business Writing



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PERFORMANCE**

with the right learning experience,  
bridging present and future  
organizational needs.



## INTRODUCTION

The speed of change is increasing. The momentum of work is getting faster. Employees must change to a similar rate to reach the organization's goals. Let them understand why this is so and how they can reach their highest potential ever imagined.

The objective of this program is to impart important skills and knowledge required for any personnel and administrative staff through learning the much-needed techniques and using them effectively to achieve the company's goals and produce positive results.

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### AT THE END OF THIS COURSE, PARTICIPANTS WILL BE ABLE TO:

1. Understand intergenerational workforce differences in working ethics and communication styles.
2. Project professional image for the company and for oneself.
3. Communicate professionally and effectively to get the results you want, verbally and written.
4. Work smart and achieve daily goals with efficient time management through task allocation.
5. Handle telephone calls professionally.
6. Understand the latest business writing concepts and format.

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### WHO SHOULD ATTEND

Secretaries, administrative assistants, personal assistants, clerks, and support staff

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### METHODOLOGY

Brainstorm, quizzes, discussion, info sharing, and presentation.

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## TRAINER'S PROFILE

**SINTHANA** has over 20 years of work experience with retailing, multinational manufacturing company, and hotel industry. Her experience in quality assurance, human resource management, hospitality and administrative skills have given her the opportunity to realize her passion which is developing human potential. She trains all levels of employees including upper management.

She develops training manuals in English and Bahasa Malaysia language and conducts many soft skills programs with particular interests in customer service, business writing, communication, supervisory, office management, and language. Her role encompasses identifying training needs, designing content, and conducting training to fit customers' requirements. She also assesses the effectiveness of programs at the site.

She aims to develop a positive attitude and increase staff core competencies in each of her programs.

She introduces a lot of self-reflection and interactions in her lively programs, and her approach stresses key points, which are reinforced through role-plays and presentations. She conducts her sessions in English and/or Bahasa Malaysia language.

Sinthana In-house programs clients include; Exxon Mobil, MMC Oil and Gas Sdn Bhd, Northgate Arinso, IBM, Siemens, Hewlett Packard, Panasonic, Pembangunan Sumber Manusia Berhad (HRDF), TUDM (Tentera Udara DiRaja Malaysia), Jabatan Perkhidmatan Awam, Putrajaya, Construction Industry Development Berhad, Maju Holdings Berhad, L'oreal, DHL, Bank Negara, RHB Bank, I-Perintis Sdn Bhd, Infineon, Proton Casting Sdn Bhd, Sumirubber, Rohas Euco Industries, Elektrisola, Westports, Safeguards, Spansion, Telekom, Universiti Tenaga Nasional, Philip Morris, Pioneer, Hertz, Finisar, Celestica, Scope, SCICOM Academy, Tanjong PLC, eHomemakers (Non-Governmental Organization), Malaysia Airports (Niaga) Sdn Bhd, Ford, Mazda, Sanyo Sdn Bhd, Ferringhi Beach Hotel, etc.

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## DAY 1

### 0900 THE OFFICE AND YOU

- Functions of an office – before, now and future
- Challenges at the workplace – what actions required to reduce / overcome challenges
- Multitasking, adaptability, and proactive
- Intergenerational differences – working and communication styles
- Understanding my boss – management style, likes / dislikes, needs / wants, communication style
- Essential skills and positive qualities
- Under promise, over-deliver

1030 Morning Coffee

### 1045 HUMAN RELATIONS AND INTERPERSONAL SKILLS

- Johari Window – understanding oneself and relate to others better
- Identify your own communication style and types of communication styles at the workplace
- PEDO Personality Assessment
- Identify own personality and how to work with other types of personalities at the workplace
- Brainstorm how to increase a healthy and good working environment between team members and superiors

1300 Lunch

### 1400 PROFESSIONAL IMAGE AND ETHICS

- First impression
- Proper dress code and personal appearance
- Social skills and workplace etiquette

1530 Afternoon Tea

### 1545 EFFECTIVE COMMUNICATION SKILLS

- Elements in a communication process
- Selection of correct communication tools and social media influences
- Body language
- Tone of voice
- Effective listening skills and avoiding misunderstanding
- Giving constructive feedback
- Use positive words and phrases

1700 End of Day 1

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## DAY 2

### 0900 **TIME MANAGEMENT**

- Work-life balance
- Prioritize, schedule, and avoid time waster
- Setting goals with the SMART concept

1030 Morning Coffee

### 1045 **PROFESSIONAL TELEPHONE ETIQUETTE**

- Handling of incoming calls
- Handling of outgoing calls
- Transferring calls
- Putting a caller on hold
- Taking a message

1300 Lunch

### 1400 **FUNDAMENTALS OF BUSINESS WRITING**

- Latest tips and format in business writing: letter and email writing
- Readership: Who is going to read this and why?
- Objectives: What do you want the outcome to be?
- Planning: how to decide what to say, in what order, and what to leave out
- Structure: Introduction, details, action/response, and closing
- Tone: formality and friendliness, courteous, natural, and sincere

1530 Afternoon Tea

### 1545 cont. **FUNDAMENTALS OF BUSINESS WRITING**

- Style: Keep It Short & Simple (KISS) principle
- Phrases to use and to avoid
- Active voice and passive voice
- Proofread and edit
- Grammar and punctuation

1700 End of Course

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REGISTRATION FORM

REACH FOR THE STARS! EXCELLENT SECRETARIES, ADMINISTRATION AND OFFICE MANAGEMENT

PLEASE TICK WHERE APPLICABLE

☐ 22-23 APRIL SUBANG

☐ 27-28 MAY PENANG

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001335470

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

☐ YES

☐ NO

COMPANY SIZE

☐ 1-29

☐ 30-69

☐ 70-99

☐ 100-149

☐ 150-199

☐ 200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 2 FULL NAME

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DELEGATE 3 FULL NAME

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DELEGATE 4 FULL NAME

POSITION

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MOBILE

EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL

MOBILE

EMAIL

COURSE FEES

The fee per person is RM1695.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.

2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.

2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.

3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name

TRAINMODE SDN BHD

Account number

14100015214

Bank Name

Hong Leong Bank Berhad

CONTACT US

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OUR LOCATIONS

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