



# Secretarial skills enhancement workshop (2days)

## Introduction:

The role of a secretary has undergone remarkable transformation. Increasingly, she has been called to take on more challenging administrative and managerial responsibilities. Her new roles require her to be an excellent communicator, an able administrator, a good organiser, a diplomat, decision maker, and a productivity oriented individual. She has to understand her boss and help in all ways to increase his managerial effectiveness. In essence, she has to work smart and work to become an effective administrator. This course is designed to develop those core skills necessary for a modern secretary to function in a highly competitive and demanding business environment.

## Objectives:

At the end of this seminar participants will be able to:

- Understand the changing roles of the secretary in a dynamic business environment
- Enable them to refine their organising skills
- Enable them to make more effective use of their time and identify and sort out priorities
- Acquire administrative management skills
- Overcome communications barriers and help them become more effective communicators.
- Build a positive and healthy relationship with their boss, clients and colleagues
- Provide excellent customer service.

## Seminar Outlines

### Administrative skills

- The changing role of the secretary.
- Effective Telephone Techniques
- Interviewing & Selection Skills
- Effective Writing Techniques

### Time Management

- Goal Setting
- Identifying Time Wasters
- Prioritising
- Time planning & scheduling
- Strategies for Eliminating Time Wasters

### Relationship Management

- Cultivating Relationships
- Anticipating Your Boss's Needs
- Handling Awkward Situations
- Managing Colleagues

### Interpersonal Skills

- Communication Assumptions
- Self-Concept Exercise – Johari Window
- Perception Skills
- Skills in Describing One's Feelings
- Listening & Responding Skills
- Questioning Skills
- Information Sharing – Exercises
- Persuasion Skills
- Conflict Resolution Skills
- Transactional Analysis

### Who Should Attend:

- Company Secretarial
- Assistant Secretarial
- Assistant Management
- Those who are interested in secretarial skills

**16 CPD Units**

Professional Development Programme

## Speaker's Profile:

### Mr Shareef Jaafar

Shareef has worked in senior general management positions for a number of local and international companies in the hospitality and HR development sector and has **more than 27 years experience in industry**. He also ran an international training and development consultancy operation for a large international group of companies and was a contracted consultant to various commercial education providers in Singapore and the region. He was an appointed Consultant to Nokia (SEA) Distribution Management Team and InWest.

He is multi-disciplined professional holding professional certifications in Marketing, Business Administration, Administrative Management, International Advertising & Communications, Quality Management and Training & Development. He has EXTENSIVE INTERNATIONAL TRAINING & DEVELOPMENT EXPERIENCE and has conducted developmental programmes in Singapore, Malaysia, Hongkong, Vietnam, Thailand, **Brunei (BICPA-FTMS & CFBT)**, Myanmar, Indonesia, Bangladesh, Taiwan, Uganda, Kenya, Dubai (UAE), Pakistan, Uzbekistan and India. He has been active in the **training and development field for the past 22 years and he is a regular speaker at International Business Forums**.

## Administrative Details

### COURSE FEE

*Member (BICPA / ACCA)	B\$700	<b>Inclusive of course materials, two tea breaks &amp; lunch per day</b>
Non-member	B\$750	

Fee is made payable to **BICPA-FTMS Accountancy Academy Sdn Bhd**. Admittance will only be permitted upon receipt of full payment. Registration made by fax / Email must be followed immediately by payment. For Invoice issued settlement must be made within 30 days.

### CONTACT

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Address: Unit No. 3, 1<sup>st</sup> & 2<sup>nd</sup> Floor, Block A, Regent Square, Spg 150, Kiulap, BE1518, Brunei Darussalam.

### CPD HOURS

All participants will be presented with a Certificate of Attendance upon successful completion of the programme.

CPD hours will be printed in the Certificate.

### CANCELLATION

Please inform us in writing if you intend to cancel. An administrative charge of 20% of the registration fee will levied for cancellation received within 14 days prior to the date of the event. You can substitute an alternative delegate if you wish to avoid cancellation charges. Any difference in fee payment will be charged accordingly. Confirmed registrant who failed to attend and did not cancel his registration in writing is liable for the entire fee.

### DISCLAIMER

BICPA-FTMS reserves the right to change the facilitator, date, and cancel the programme should circumstances beyond its control arises.

## Registration Form

**YES!** (I am / We are) interested to attend the Two(2) days seminar on **TIME MANAGEMENT STRATEGIES FOR MANAGERS**

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

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

Name of Person-In -Charge \_\_\_\_\_

Co. Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

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

*Co Organizer:*

*BICPA-FTMS Accountancy Academy*