

CX Management Development
presents

Enhancing Effectiveness at the Workplace

10 & 11 May 2010

Holiday Villa, Subang Jaya

(9am - 5pm)

WHO SHOULD ATTEND

- ✓ Administrative Executives / Supervisors
- ✓ Office Administrators / Executives
- ✓ Administrative Assistants
- ✓ PAs, Secretaries, Stenographers
- ✓ Support / Clerical Personnel / Receptionists

OBJECTIVES

At the end of this course, participants will be able

- Understand the importance of a positive attitude in producing quality work
- Develop self-motivation skills through goal-setting
- Build positive relationships with work associates
- Use communication skills that encourage constructive response
- Know how to handle work stress and stay active through work prioritization
- Present a professional image to internal and external customers

KEY TOPICS

Improving Quality at Work

- The role of attitude in personal effectiveness
- Understanding your role in your organization
- Understanding personal quality
- Getting prepared for change

Building Up Motivation

- Understanding intrinsic and extrinsic motivation
- Self-motivation through goal-setting
- Believing in yourself and your potential

Creating an Effective Boss/Staff Team

- Managing your boss/manager

- *Reporting to your boss/manager*
- *Learning about your boss's/manager's goals and priorities*
- *How to take criticism constructively*

Enhancing Interpersonal Skills

- *Understanding & overcoming the barriers of communication*
- *Passive, aggressive and assertive styles of communication*
- *Child, parent and adult ego states*
- *Using 'winning' language – verbal and non-verbal*
- *Handling anger – yours and others*

Managing Clients and Customers

- *Handling internal and external customers*
- *Responding positively to moments of truth*
- *General principles of customer satisfaction*
- *Dealing with customer dissatisfaction*

Professional Image

- *Looking good – outside and inside*
- *Raising self-awareness through self-awareness competencies*
- *Developing confidence and building self-esteem*
- *Impression management tactics*

Time & Stress Management

- *Where does time go?*
- *Overcoming procrastination and challenging interruptions*
- *Recognizing time-theft*
- *Planning your time*
- *Understanding positive and negative stress*
- *Overcoming stress at the workplace*

Your Career Advancement

- *Balancing your career and social responsibility*
- *Getting your priorities right*
- *Changing perceptions – Allowing the new you to take over the old you*

COURSE FACILITATOR

Ms K. Yasotha, an experienced corporate trainer in the areas of business communication, personal development, leadership, customer service, public speaking as well as writing skills has more than 14 years of experience in the education and training industry and has lectured with various leading institutes and multinational organizations in Malaysia and Singapore. To date she has conducted more 400 training programmes with participants comprising officers, support staff, secretaries, executives and managers from numerous corporate sectors.

Having been the Customer Relations Manager for an international organization, she imparts the essential skills and knowledge that are pertinent to ensure the highest quality of service to customers while maintaining professional business etiquette. In addition, she has also published coursebooks entitled “Easy English / Working English “for the National Productivity Board (NPB) of Singapore.

Ms Yasotha, who is on a personal mission to educate and empower individuals with the necessary knowledge in order to achieve personal and organizational goals, is well-known for her practical, dynamic and lively sessions. She achieves her objectives and mission through challenging interactive sessions, thus consistently receiving excellent feedback from her participants.

Among the organizations that she has conducted in-house training for are Hyatt Regency, Western Digital, Puteri Nursing College, EON Bhd, Sony Video, ACCA, Mayban Assurance, AE Technology, Bank Pertanian, KLMF, SP Setia, BDO Binder, GEP Associates, Great Eastern,, MCIS, Bax Global, Morrison, Zaid Ibrahim & Co., Measat Broadcast Network Systems, Kobe Precision Technology, Malaysian National Reinsurance Bhd, BASF Petronas Chemicals, Morrison, Penang Port Authority, Multimedia University, Tenaga Nasional Bhd, Yamaha , Soritsu Sdn Bhd, Mattel , Komag, B Braun, Transocean...

Ms Yasotha is a certified trainer in TESL holds a B.A. Honours in English and M.Sc. in Corporate Communication.

ADMINISTRATION

(Course fees - HRDF/SBL – 100%)

Early Bird Discount (before 26 April 2010)

Course Fees : RM950.00 per person

Group Discount: RM900.00 per person for 2 or more participants.

Normal Course Fees

Course Fees : RM1050.00 per person

Group Discount: RM1000.00 per person for 2 or more participants

All registration must be accompanied with payment.

All cheques should be crossed “A/C Payee” and made payable to “CX MANAGEMENT DEVELOPMENT”

(Fees are inclusive of tea breaks, lunch, course materials and Certificate of Attendance)

CONTACT

CX Management Development

TEL: 03-8024 1697 / 016-272 8306 (KC / Girlie / Vivienne)

FAX: 03-8024 4026

Email: training@cxmgt.com

Online Registration: <http://www.cxmgmt.com>
Office Hours: Monday to Friday (9.00 am – 6.00 pm)

Registration Form *Closing Date: 3 May 2010)*

(Enhancing Effectiveness at the Workplace – 10 & 11 May 2010)

(code: 52X)

Company: _____

Address : _____

Poscode : _____ Email: _____

Tel : _____ Fax: _____

Contact Person: _____

Approving Manager : _____

Designation: _____

Cheque No: _____ Amount: _____

Name1 : _____

Designation: _____

Name2 : _____

Designation: _____

Name3 : _____

Designation: _____

Forthcoming workshops in April to June 2010

Website: <http://www.cxmgmt.com>

MAY 2010

10 & 11 May - *Juruteknik & Pembantu Juruteknik yang Cemerlang*

10 & 11 May - *Sales Management - How to Lead & Manage Your Sales Team*

10 & 11 May - *Enhancing Effectiveness at the Workplace*

10 & 11 May - *Designing a Competency Based Management System*

- 12 May - *Developing An Employees' Handbook - The Practical Guidelines*
- 12 May - *Customer Complaints Investigation Techniques*
- 12 & 13 May - *Business Etiquettes for Managers & Executives*
- 12 & 13 May - *Inspire Any Audience - High Impact Presentation Skills*
- 13 May - *Pengurusan Rekod & Fail*
- 13 May - *Job Analysis/ Job Descriptions / Job Specifications - Applications & Implications*
- 17 & 18 May - *Kepimpinan dan Motivasi Untuk Penyelia dan Team Leader*
- 17 & 18 May - *Effective Channel Management*
- 17 & 18 May - *Measurement & Calibration Systems*
- 17 & 18 May - *Developing Customer Service Excellence for Front Liners*
- 19 & 20 May - *Employers - Know Your Rights & Protections within the Law*
- 19 & 20 May - *Effective Cash Flow Management*
- 19 & 20 May - *Effective Contract Management*
- 19 & 20 May - *Production Planning & Inventory Control Practices*
- 24 & 25 May - *Credit Management & Debt Collection Strategies*
- 24 & 25 May - *Project Management*
- 24 & 25 May - *Key Competencies for Managers & Executives*
- 25 May - *Penerimaan Arahan Pesanan (PO) - Perkara perlu dilakukan / dielakkan (Accepting Purchase Orders - The Do's & Dont's)*

JUNE 2010

- 9 June - *How to Handle Difficult Customers & Complaints Effectively*
- 9 & 10 June - *Time Management*
- 10 June - *Peranan Pekerja Dispatch*
- 14 & 15 June - *Effective Store/Warehouse Operations*
- 14 & 15 June - *Building Today's Professional Administrator*

14 & 15 June - *Succession Planning*

16 & 17 June - *Kemahiran Penyeliaan yang Berkesan*

16 & 17 June - *Misconduct & Domestic Inquiry Documentation & Procedures*

16 & 17 June - *Managing Customer Relations Effectively*

16 & 17 June - *IT Project Management*

18 June - *Records & Filing Management*

18 June - *Meningkatkan Kecemerlangan & Etika Pemandu Korporat*

21 & 22 June - *Effective HR Management*

21 & 22 June - *Enhancing Interpersonal Communication Skills*

21 & 22 June - *Purchasing & Procurement Management Practices*

23 & 24 June - *Accounting Skills for Accounts Clerks & Assistants*

23 & 24 June - *Writing Skills for HR Documentation*

23 & 24 June - *Influencing & Negotiation Skills*

23 & 24 June - *Implementing Business Process Improvement (BPI)*

25 June - *Telephone Courtesies & Effectiveness*

25 June - *How to Connect in Business in 90 Seconds or Less*

25 June - *Accepting Purchase Orders – The Do's & Donts*