

Championing Secretarial & Administrative Excellence

*Gain more control over your time, tasks, priorities
than you ever thought possible*



*Whatever the mind can conceive
and believe, it can achieve.*

Napoleon Hill

**27th & 28th March 2007
Grand Plaza Park Royal
Kuala Lumpur**

Eminent Presenters:

- ◆ **Linda Chander**
- Director of Enskills Australia
- ◆ **Vivian Chong**
- Director Conwy Training & Consulting
- ◆ **John Ambrose**
- Director of Burges- Ambrose & Associates
- ◆ **Alistair King**
- Founder of AKSB
- ◆ **Paul Lau**
- Founder of Tugu Drum Circle
- ◆ **Yogeetha Ebenezer**
- Director of PureGenius

Enjoy an interactive
drumming session as a tool
for effective stress release,
group bonding &
synchronizing of thought
processes

Whether or not there is a “**ROSE**” among your support staff, and whether or not you're in a position of official leadership and influence, make this day the time to encourage administrative professionals in your workplace to increase their confidence and capacity, acknowledge the value & contribution of their own “songs” and be proud of the importance, prestige & power of their essential position.

This powerful 2-day seminar teaches you the all-important skills that will help you deal with dozens of top priorities and become **AMBASSADORS OF EXCELLENCE** for your organization

Sponsors:



the dance space
SRI HARTAMAS & AMPANG



Researched &
Developed by:



Book Your Seat Today! tel : +603 2260 6500 fax: +603 2260 7500

Dear Participants,

Is it you?

Your inbox overflows with memos, Reports, publications, and more and all of it needs your immediate attention.

The telephone rings, and people stop by your office with questions, problems, updates seemingly dozens of interruptions *all in the first hour of the day.*

Then you glance at your calendar and discover, with horror, that *you're due at a meeting in 10 minutes* and you're not prepared!

Is there a way to deal with it all?

Yes! Attend **Championing Secretarial Excellence** and you can easily handle even the most impossible priorities and demands without the long work days, stress-filled schedules, burnout, chaos, and panic that may have plagued you in the past.

You are guaranteed a spectacular & enjoyable learning experience. So Mark your calendar & join us on the 27th & 28th March 2007.

Best Regards

Alistair King

DAY ONE

8.30 am

REGISTRATION & COFFEE

8.45 am - 10.45 am

SETTING INDIVIDUAL AND TEAM OBJECTIVES BY DR ALISTAIR KING

This fast-moving, two-hour session seeks to encourage participants to get the very best out of team-work and put the very best into team-work, so that all: individual, team, company and customer can benefit.

UNITY OF THE TEAM STARTS WITH THE INDIVIDUAL

1. **Six-stage journey** - The Six-Stage journey takes the individual FROM point where he/she is unaware that there is anyone else with any contribution to make TO the point where she realises that there are benefits from assimilating beliefs, standards and behaviour of others.
2. **The analogy of the body** - (just as a body functions well with all of its different parts, so also does the team: "you are different from me so we need each other.")
3. **Diverse Competencies** - (The more differences the team can encompass, the more potential there is to achieve.)
4. **The Topography of Team Competencies** - ("My weaknesses are your strengths; where I am low, you are high.")

Learning Outcomes:

- To see oneself as a highly efficient part of a team.
- To realize that no member of the team is unimportant because without one member, the team would be dysfunctional.)

PLAN YOUR DAY AS A TEAM MEMBER, NOT AS AN INDIVIDUAL

1. **Prioritising for efficiency** - (Urgency and Importance may not mean the same.)
2. **Dealing with interruptions** - (Can you be unavailable politely ?)
3. **Aligning personal objectives with team objectives** - (What I want should depend on what is good for the team.)
4. **Keeping other people's stress level down-** (Personal organization and effective communication benefit the team.)

Learning Outcomes

- To see one's work objectively so that one controls it rather than the other way round. •To appreciate how one's work meshes with the work of others.

Drama: Molly, the Perfect Administrator!

Role play from script (Would-be actors/ actresses are welcome!) Group discussions and presentations to plenary



Alistair King, who heads a team of highly qualified and experienced consultants, has had more than twenty years experience in education and training in several European, African and Asian countries. He has held university post in the UK, and in Malaysia. In 1992, he established a private limited company which provides Training & Human Resource services in Kuala Lumpur, with interests Asia. He has been involved in developing all levels of staff of Banks, Corporate organizations, Manufacturing Companies and Government Departments. Under a European Union sponsorship; he is a Communications Skills consultant to the ASEAN Secretariat in Jakarta. He currently sits on the Board of Studies of UNITAR.

10.45 am - 11.00 am

Morning Refreshments

11.00 am - 1.00 pm

**MANAGING & CONDUCTING MEETINGS
EFFECTIVELY BY JOHN AMBROSE**

Managing meetings effectively is a core skill every administrator should develop. Although there's no mystery to what makes a meeting productive, it can take practice and attention to detail to become an effective leader of meetings.

1) What is a Meeting?

- what makes meetings effective?
- different types of meetings

2) Planning Meeting

- the 64 dollar question - to meet or not to meet?
- developing an agenda
- selecting the participants
- choosing the right time
- arranging the facilities

3) Conducting Meetings

- the role of the chairman, the secretary & others
- setting the climate and the environment
- stimulating discussions - getting people to participate
- handling difficult people and difficult situations
- managing disagreements and confrontations
- getting delegates to take ownership

4) Improving Meetings

- evaluating what's been happening / what's happened
- looking at ways to make future meetings more effective
- providing feedback

Learning Outcomes

- Conduct effective meetings themselves or, at least, advise and guide others on the principles and practices required

- Develop a better approach to making future meetings more meaningful and beneficial to everyone concerned



John Ambrose is a Director of Burges-Ambrose & Associates - a Malaysia-Australia joint venture management training & consultancy practice that represents the Australian Institute of Management and Central-TAFE in Malaysia. Having been involved in almost all areas of Human Resource Management and Development in the region for nearly 30 years, he is also a certified consultant and trainer with these two internationally-recognized training institutions located in Perth, Western Australia.

Prior to this, John has served as

- Head of Training for the Hong Leong Group of Companies in Malaysia;
- General Manager of the Malaysian Institute of Human Resource Management;
- Director of the Malaysian Professional Centre - an NGO established by Heads of Commonwealth Governments in Kuala Lumpur; •The Agent and Officer-in-Charge of The Ford Foundation's country office in Malaysia, responsible for the Malaysian Government consultancy projects led by faculty from Harvard University's Development Advisory Services. It also included monitoring Ford grants awarded to Malaysians for graduate and doctoral training in the US.

1.00 - 2.00 pm

LUNCH

2.05 - 2.30 pm

**BOLLYWOOD DANCE PRESENTATION BY THE
DANCE SPACE, KUALA LUMPUR**

One of Malaysian's finest & multi-talented group performs amazing dance styles

2.35 - 3.15 pm

**BUSINESS ENTERTAINING BY YOGEEETHA
EBENEZER**

Business entertaining is a way to foster personal trust and confidence in others and is the fastest growing way to do business. Business professional entertain their clients with the emphasis being on getting to know the client better. This would enable the professional to know how to serve that particular individual or company. There is, however a lot that goes into a meeting around a meal. From setting up the whole date to table manners, you must know what you are doing in order to set a favorable impression. Basic dining skills are so important that you cannot afford to ignore them.

A short video on dining skills will be presented.



Yogeetha Ebenezer a Certified Etiquette Consultant, will teach you how to bring your best into every situation - everyday. Her program also assists individuals to feel proud of their renewed confidence and professional competency to build relationships both internally and externally in today's workplace. Yogeetha works very closely with Sue Fox, an author and a successful business etiquette consultant and founder of Etiquette Survival USA.

3.15 pm
Tea-Break

3.30 - 5.30 pm
DYNAMIC COMMUNICATION FOR HIGH PERFORMANCE & GREAT RESULTS BY VIVIAN CHONG

Successful working relationships often depend on "getting off on the right foot." Being able to quickly recognize a person's DiSC behavioral style and interact appropriately are critical to better performance and increase productivity.

DRIVE - INFLUENCE - STEADINESS - COMPLIANCE

Each person is a unique combination of all four factors that determines their **Behavioral Design** or "Style". The most effective people are those who know themselves, recognize the demands of the

situation, and adapt strategies to meet those needs. When you can "**Read**", "**Understand**", "**Appreciate**" and "**Adapt to**" different personality types you will build stronger relationships, gain cooperation and increase effectiveness.

Participants learn their natural strengths and how to capitalize on them to be more successful.

Learning Outcomes

- Recognize the distinct value of each behavior type
- Appreciate that the differences are valuable and necessary for team effectiveness
- Access language that helps you adapt communication to reach common ground when needed



Vivian Chong is currently a Learning Coach for Accenture's Asia Pacific Region Core Analyst School (CAS) in KL. Her ability to work with executives from different cultures has value added to the success of CAS.

She received her 1st degree from Utah State University in 1991. For a year, she was the training & development planner and facilitator with the Washington Human Development Washington, where she contributed to the success rate of job retention and placement. Vivian's approach stresses key learning points through structured activities and NLP techniques in her lively programs.

DAY TWO

ONE DAY WORKSHOP WITH LINDA CHANDER

MANAGING TIME, STRESS AND DIFFICULT PEOPLE

If you can't manage your time - your stress level goes up. If your stress level is high - your ability to deal with difficult situations and people plummets. This 1-day seminar shows participants how to have more control over their time, not only at work but in their private lives as well; determine what is causing their stress and how to alleviate those stressors. Participants will learn how to "Keep their Cool" when dealing with irate, rude, impatient, persistent or aggressive people both on the telephone and in person. This interactive workshop will engage participants with exciting activities and discussions throughout the day.

9.00 am - 10.30 am
Session 1 - Managing Time

1. Time Management as Self Management
2. Understanding Your Time Style

3. Procrastination and How to Overcome it.
Outcome:

- Appreciate that time management is really self management
- Each of us responds in a different way to time

10.30 - 10.45 am
Morning Break

10.30 - 11.00 am
"DRUMMING WITH THE COMMUNITY" -DRUM PRESENTATION BY "TUGU DRUM CIRCLE"

Drumming Enthusiast and one of the founders of Tugu Drum Circle, Paul Lau says that when people come together to make "in the moment" music, it creates positive thoughts and feelings. It also fosters a sense of muhibbah as it brings people of all races together in an activity. The Ministry of Arts, Culture and Heritage sponsored Paul to attend a workshop in Hawaii where Arthur Hull, a renowned drum circle facilitator, conducted his Drum Circle Facilitator Playshop 2006.

Enjoy this amazing session sponsored by THOMVELL INTERNATIONAL.

11.15 - 1.00 pm

Session 2 - Dealing with Stress

What is Stress?

What is your level of stress?

- Physical symptoms
- Emotional symptoms
- Behavioral symptoms

The Four Competencies of Stress Management:

- Manages or reduces sources of stress
- Practices relaxation techniques
- Manages thoughts
- Practices higher-order stress-management skills

Outcome:

- List typical physical, mental, emotional and behavioral reactions to stress
- Identify strategies to reduce and manage stress levels

2.00 - 5.00 pm

Session 3 - Dealing with Difficult People

Transactional Analysis: A theory of human interaction
Why are some people so difficult?

How to deal with:

- Rescuers
- Aggressiveness
- Victims

Outcome:

- Explore the ways we communicate, and why.
- Develop strategies for dealing with different types of people

Session 4 - Uncovering Motivation and Passion in our Work

1. Creating Passion
2. Developing Concentration
3. Mastering our Thoughts

Outcome

- Discuss what makes us motivated
- Uncover the passion within!

5.00 - 5.30 pm

Lucky draw and Photo Session



Linda Chander is a dynamic trainer, speaker and conference keynote speaker. She trained and worked as a Journalist in the UK and then in Australia, where she was a contributor to several well-known titles before becoming the Editor of a specialist home design magazine.

Linda now develops and delivers training programmes in the areas of Business Communications, Management Effectiveness, Leadership and Personal Development. She has provided training services to many significant organizations in Australia and overseas, including KPMG, Deutsche Bank, AOL Bangalore, India, Capstone Group of Companies in Australia and Asia Pacific, and Liffey Linguistics, Ireland, Medicare Australia, the Australian Institute of Management and The Institute of Chartered Accountants in Australia.

Linda is an accomplished speaker on contemporary work/life topics, and on Effective Business Writing. She has a BA, Grad Dip Ed and is currently studying for a Grad Dip Applied Psychology.

Testimonials

Linda is a highly informed and energetic facilitator who delivers training programs that are both insightful and enjoyable.
Associate Director Organizational Development, RESIMAC

This is the second presentation Linda has given and in both presentations I found her an excellent presenter. Hopefully we can have Linda back in the future. She is a great presenter who makes topics interesting.
DFK Collins, Melbourne

WORKSHOP TIMING:

- 08 • 30 Registration
- 09 • 00 Workshop Begins
- 10 • 30 Morning Refreshments
- 01 • 00 Networking Luncheon
- 02 • 00 Workshop Resumes
- 03 • 30 Afternoon Refreshments
- 05 • 00 Workshop Ends

WHO SHOULD ATTEND

Executive Secretaries, Senior Secretaries, Administrative Assistants, Administrative Secretaries, Executive Assistants, Meeting Coordinators, Administrative Coordinators, and any individual with an Office Support Function.