

GS1 MALAYSIA MEMBERS CAPACITY BUILDING INITIATIVE

Jointly Organised by



Title:

Office Administrative Skills And Practices

"Lack of direction, not lack of time, is the problem. We all have 24-hour days"

DATE: 26-27 November, 2025 (2-days)

TIME: 9.00am – 5.00pm

VENUE: Palm Seremban Hotel



Trainer:
Irene Choong

**FREE FOR GS1 ACTIVE
MEMBERS**

**ACTUAL TRAINING FEE =
RM1,350/PAX**

**LIMITED SEATS AVAILABLE
(FIRST COME FIRST SERVE BASIS)**

Programme Summary:

The effectiveness of an organization can be seen in the up keeping of the office functions and achievement of its performance goals. This is one of the crucial roles by clerical and administrative staff. The resources in terms of systems, procedures and standards ensure proper control and efficiency in the office. This workshop will equip participants with the skills, knowledge and attitude vital to the successful duties of a professional administrator.

Key Benefits or Expected Outcome:

- This two-day workshop will help participants to:
- Discover excellence and pride in their jobs through a realization of their roles, duties, procedures, rules;
- Prioritize work and be effective and efficient in producing excellent results;
- Master the skills of goal setting & time management;
- Implement creativity and a problem solving mindset;
- Practise effective usage of office communication systems;
- Be self-motivated and be a proactive support to their superiors and colleagues for team results;

Please Register Here



Target Audience/Group:

Managers, Executives, and non-executive staff.

For more Information, please contact:

Aliza Ahmad | Khairun Niza

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THE CHALLENGES OF ADMINISTRATION IN TODAY'S BUSINESS ENVIRONMENT

The role of office administration

- The task and activities in administration
- Roles & functions of the office
- Key principles of an excellent administrator
- Function of Administrative & Clerical staff
- Responsibilities & roles / duties
- Professionalism skills
- Job performance standards
- Managing change

PRIORITIZING YOUR WORK

- Being productive
- Be effective and efficient
- Job description
- Key results area / KPI
- Pareto Principles
- "Superman" or "Super-employee"?
- Doing your best
- Workshop : *Prioritizing your work*

ENHANCING JOB EFFECTIVENESS THROUGH GOAL SETTING & TIME MANAGEMENT SKILLS

- Planning your work and setting smart goals
- Identifying time wasters & time savers at work
- 4 quadrants of time management
- Important vs Urgent tasks
- Workshop : *Organising & planning important duties*

CREATIVITY AND IDEA GENERATION

- What is creativity at the workplace?
- Importance of 'Thinking out of the Box'
- Brainstorming skills and tips for creative ideas
- Workshop 1 : *Group Creative Brainstorming*
- Workshop 2 : *'Thinking out of the Box' exercises*

MANAGING OFFICE COMMUNICATION SYSTEMS

- Internal and external communication
- The communication network
- Handling office correspondence
- Telephone communication techniques
- Key to professional telephone behaviour
 - Greetings
 - Positive & Proactive Language
- 5 criteria to answering enquiries
- Projecting the company's image and reputation
- Workshop : *Effective usage of the communication network*

EFFECTIVE INTERPERSONAL AND COMMUNICATION SKILLS

- Developing positive self image
- Communicating in the workplace

- Managing criticism from co-colleagues
- Dealing with conflicts in the workplace
- Handling office gossips and politics
- *Workshop : Supporting your boss & colleagues*

PREPARING FOR GROWTH AND OPPORTUNITIES

- Attitude and planned mission
- Image and professionalism
- Strategies
- 10 Characteristics of successful people
- Success agreement system (SAS) with self and others
- Decision for excellence
- Workshop : *Action plans and follow up*

Trainer Profile

Irene Choong is the Director and Consultant/Trainer of Pinnacle Performance (M) Sdn Bhd and Integrative Leadership (M) Sdn Bhd. She holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the field of management, education, corporate communications, marketing and service having served in various management capacities in various industries. She is a Certified Professional Trainer from MIM (MIM-CPT) as well as a Certified Practitioner of Neuro-Linguistic Programming (NL). Prior to joining Pinnacle Performance Sdn Bhd, she was with United Engineers Malaysia (UEM) and was also a Senior Management Executive with Projek Lebuhraya Utara -Selatan (PLUS). There, she was responsible in developing, organising and co-ordinating all public relations programme, publications and corporate events. She also had the opportunity of working with a master trainer of NLP where she gained enormous training experience in human resource development.

Irene has served as Manager for a leading direct selling company and was responsible for human resource and the smooth functioning of the service centre. She also manage an Educational Consultancy firm and was responsible for staff development, developing marketing and advertising programmes, liaison with overseas principals and institutions for higher learning in the United States of America, Australia, United Kingdom and Switzerland.

Irene has facilitated many workshops for corporate organisations that include leadership, coaching, customer service, assertive communication, teambuilding, personal discovery & empowerment, emotional intelligence, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, MIM, Corporate Managers Conference Secretaries Conferences and the Malaysian Association of Facilitators' Conference. She is proficient in both Bahasa Malaysia and English.

An enthusiastic and lively speaker, Irene is an active member of the Sunway Toastmasters Club and has held various key positions in the Club. She has won numerous in-house speech contests, having represented the Club in the 1994 and 1998 Division C Annual Speech Contest. She has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), award given in recognition of competence & leadership in the Toastmasters movement.

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Registration Form:

<u>Name</u>	<u>Designation</u>	<u>Email</u>	<u>I.C Number / Passport Number</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____

Submitted By:		Membership No.
Name : _____ Designation : _____		
Company : _____		Company Stamp:
Address : _____		

Tel : _____ Fax : _____		
Email : _____		

Replacement / Cancellation:

- Must be made in writing with reasons to FMM Institute
- Full payment fee will be charged by FMM for cancellation within 2 days prior to the programme.
- Participants who did **not turn-up will be charged full payment**.
- Replacement can be accepted at no additional cost. FMM reserves the right to cancel or reschedule the program.

Fee:

GS1 Active Members – **FREE**