

ADMINISTRATOR EVOLUTION PROGRAMME

Date : July 12-13, 2011 (9am-5.30pm)

Medium : Bi-Lingual (Dwi Bahasa)

Venue : Jom Training Centre (Bandar Tasik Selatan)



ONLY 18 SEATS AVAILABLE !!

Normal Rate

RM788 per pax

RM588 per pax

*Register before 3 July 2011

GROUP DISCOUNT

RM458 per pax

*Register 3 pax & above

REGISTER NOW!!

Kindly Fax Over Registration Form Attached

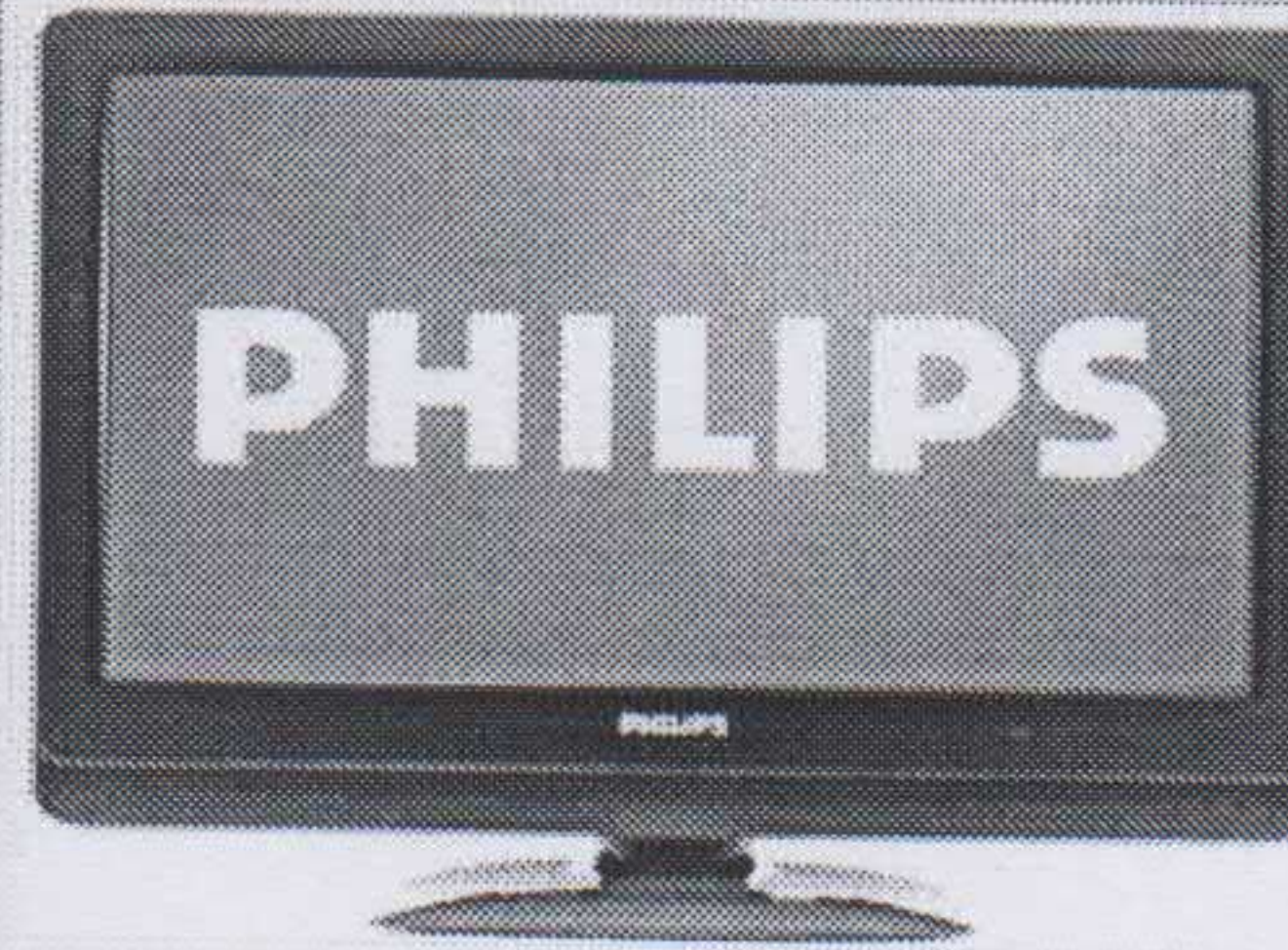
XPLORE RESOURCES REGISTERED WITH:

PSMB

HRDF Claimable under SBL

MOF

Government LO Accepted



"EVOLUTION AWARD"

Stand a chance to win
PHILIPS 32" Plasma TV
(PHILIPS 3000 Series)

WHO should ATTEND?

- ✓ Clerks,
- ✓ Admin Assistant, Sales & Marketing Assistant
- ✓ Administrators (Executive & Junior Executive)
- ✓ HR Assistants.
- ✓ Government Sector; N17, N22, N24, N26 ...

COURSE MODULES

Personal Grooming & Make Over

- Positive Image for Business
- Dress sense, shoes, bags and other accessories
- Hair, scarf, face & extremities
- Power of image & how it reflect your organization

Understand And Blend With Different Personality Profiles

- The D I S C Personality Profile Analysis
- How each style makes decisions
- What each style needs to improve and minimize the weaknesses of their style
- What motivates each style

Art Of Communication

- Interpersonal communication model
- Verbal and Non-verbal communication
- Delivering, Listening and Questioning Techniques
- Communicate with Empathy
- Telephone Techniques
 - Refine techniques for greeting and transferring callers, and putting people on hold.
 - How to take messages effectively.
- Utilize guidelines for general telephone etiquette.

Conflict Management At Workplace

- What are conflicts?
- What Causes Conflicts?
- Positive Versus Negative Impact Of Conflicts
- Methods of handling conflicts
- Responding To Problems
- Remaining Calm Under pressure.

TRAINER BIO

Zahid holds of Higher National Diploma in Business Administration, Scotland and also Advance Diploma in Business Management, UK. He is a Certified Trainer by PSMB (HRDF) and also Certified Trainer by MIM.



He has carried out many customised programmes for in-house training, public forums and training conferences. Zahid has trained numerous people of all levels ranging from senior managers, managers, executives and even-front-liners.

Zahid conducts many programmes in English and Bahasa Malaysia on various topics such Corporate Presentation Skills, Business Communication, Time Management Skills, Customer Service Programme, Executive Development, Driver and Despatch Programme, Clerical or Secretary Development, Creative Thinking, Sales Programme and Team Building Programme. An energetic, dynamic and eloquent speaker, Zahid has mentored, trained and transformed many into dynamic professionals through his training philosophy in giving them the foundation, guiding them to try and finally letting them fly.