

BE A SUPER DUPER SECRETARY : YOUR 360 TRANSFORMATION (TRANSFORMASI 360 SETIAUSAHA SUPER)

ONLINE TRAINING PROGRAMME OUTLINE – 2 DAYS

DAY 1	PROGRAM/ACTIVITIES
Module 1 Developing Your Presence : Professional vs Personal	Introduction/Energizer <ul style="list-style-type: none"> ▪ MOVE OUT from the COMFORT ZONE! ▪ Building your personality presence, magnetism and relationship skills ▪ Master Your own potential and challenge yourself ▪ <u>Managing emotional, psychological and social well-being</u> ▪ Achievements for Success! The Secret of T.T.S.S #Activities/De-Briefing/Group Discussion
Module 2 Boss-Secretary Relationship : Making It Work	<ul style="list-style-type: none"> ▪ Responsibilities towards your Bosses & Understand his behavior ▪ Assist the Boss to be effective & efficient ▪ 8 expectations of your Bosses ▪ Be A S.M.A.R.T Secretary ▪ Strategy of 5 S's : making it work ▪ <u>Flexibility and independently characteristic</u> #Activities/De-Briefing/Group Discussion
Module 3 Creativity at Work : Secretarial Skills	<ul style="list-style-type: none"> ▪ Techniques on Written communication – business letters, emails, whatsapp, minutes writing, prepare report, typing skills, <u>handling new system and technology</u> and other office function planning ▪ Tips of Arranging – meeting, venue, filing, minutes compiling, dealing with visitors, negotiating purchasing goods & services etc. ▪ Tips Implementation and organization of events : event programs ▪ Be a Super S.M.A.R.T. Secretary ▪ “S.W.O.T” Analysis for Super Secretary: know Your Strength, Weaknesses, Opportunities & Threats ▪ <u>Manage your Time Management</u> ▪ <u>Problem solving and critical thinking in handing responsibilities</u> #Activities/De-Briefing/Group Discussion
DAY 2	PROGRAMME/ACTIVITIES
Module 4 Power Up Your Business & Social Etiquette for Professional Relations	<ul style="list-style-type: none"> ▪ Making Eye – Contact & Show Your beautiful Smile ▪ Handshakes manners ▪ Steps to introducing yourself & others ▪ Etiquette of your posture body ▪ Telephone etiquette and speaking skills ▪ Name cards and name tag etiquette #Activities/De-Briefing/Group Discussion

<p align="center">Module 5 Speaker Up and Be Heard! Your Professional Communication Skills</p>	<ul style="list-style-type: none"> ▪ What are the challenges faced in communication at workplace ▪ Create Your positive Verbal and Non-Verbal Communication ▪ Communication begin with step to building a rapport ▪ The C's of communication <p><i>#Activities/De-Briefing/Group Discussion</i></p>
<p align="center">Module 6 Your “First Class Persona” : Image Branding and Grooming</p>	<ul style="list-style-type: none"> ▪ Creating Your First & Lasting Impression with A. B. C. Branding ▪ Colors and accessories for Empowerment-Dress for Success! ▪ Create Your “TOP” Image : Professional dress code ▪ Basic grooming skin care for men and women & makeup can help ladies in their career <p><i>#Activities/De-Briefing/Group Discussion</i> <i>#Recap</i> <i>#Session End</i></p>

PROGRAMME DURATION

- 9.00am to 5pm – per day (Face to Face Training/Offline)