

The Box Training presents

Administrative, Secretaries & Clerical Development Programme

TRAINER

Sri Devi Panchacharam

MBA (Leadership), Aust. & B.Sc.
(Hons) Business Computing, (U.K.)

Certified NLP Trainer

Certified NLP Master Practitioner

Certified Master Coach

Time Line Therapy™ Master
Practitioner

DURATION

2 days

TARGET AUDIENCE

This workshop is designed for learners in secretarial, clerical and administrative roles, aspiring to mastery and innovation. Learning is pitched at a level to help the participants synthesise best practices into their work-life.

INTRODUCTION

Very often, administrators & clerical personnel are not told- they have one of the most, if not the most important job in the company. They are being entrusted to hold fort, and single-handedly manage the day to day operations and tasks of the company's top leadership.

Most of their days incorporate tasks which are ad hoc; but this training will mould them to understand that there are many things in life that we are unable to control, or change, but the only thing we are able to manage, is our mind. The reason an average administrative personnel would get rattled at the slightest challenge in life is poor mental conditioning. The mind is like a car which needs to be well oiled and constantly serviced. If we fill our minds with negativity, any amount of relaxation activities will not bear fruit. Hence, the crux of this training is to empower secretaries and administrators to realise that the rejuvenation happens from within. Clear thoughts leads to a focused mind, which operates at its optimum.

This course serves as a tool for the participants to understand the importance of their jobs, learn the cardinal rules of dealing with people, telephone etiquette, time management and a variety of other skills which improve their on-the-job performance. As a result, companies can ensure that their service standards will always be uniformly upheld, whilst boasting a superior five-star administrative personnel.

**THERE WILL BE OBSTACLES.
THERE WILL BE DOUBTERS.
THERE WILL BE MISTAKES.
BUT WITH HARD WORK,
THERE ARE NO LIMITS.**

THERE ARE NO LIMITS?

Administrative, Secretaries & Clerical Development Programme

TRAINING METHODOLOGY

- Classroom Lecturettes
- Open Talk Session
- Stand-Up Discussions
- Pre & Post Training Tests
- Group Brainstorming Activities
- Energisers
- Case Study
- Pop Quiz
- Videos

LEARNING OUTCOMES

Upon completion of this training programme, a committed participant will be able to:

- **Appreciate** the importance of their role in the organisation
- **Implement** effective phone and email etiquette
- **Manage** personal change to achieve greater standards of professionalism
- **Assume** responsibility for their choices, attitude and behavior to build a powerful image and personality
- **Foster** an efficient and productive working relationship with their peers
- **Create** positive and lasting first impression to visitors
- **Value** the basic concepts of time
- **Categorise** themselves either as a monochronic or polychronic
- **Determine** the best ways to rearrange their priority list based on the way they currently manage time and realise how they can do it better
- **Apply** the Urgent & Important Matrix at work
- **Exhibit** professionalism and courteous at all times
- **Understand** the fundamental concepts of thoughts and its impact in our daily lives
- **Take pride** of their supremely important responsibility in the front-line
- **Appreciate** that thoughts can be converted to be positive and realistic

WE ARE
what we
REPEATEDLY
do.
{ EXCELLENCE, }
then,
IS NOT AN ACT,
but a
HABIT.
Aristotle

HABIT

Administrative, Secretaries & Clerical Development Programme

COURSE OUTLINE

PRE-TRAINING ASSESSMENT

Module 1: Personal Leadership & Mastery to Empower Yourself to Become a Top Administrative Personnel

- Recent Statistics on Work Culture in Malaysia
- *Individual Self-Discovery Session: What are the type of challenges you face?*
- The 4 Viruses in Our Mind
- Debugging the Viruses for a Healthy Work Attitude
- Introducing the Concept of 'No Limits'
- The Magic Number of 60,000
- Real Life Hero- Richard Branson: Living the Life with No Limits
- Change Your Thoughts & You Change Your World
- *Individual Activity: Converting Negative Thoughts to Realistic-Positive Thoughts*
- KSCC: The Attributes of Positive Personalities
- *Energiser: Match Famous Personalities to Their Life Stories*

Module 2: Communicating Positively with Bosses & Colleagues

- It is Not Always About "What You Know" but "How You Say It"
- *Group Activity: Common Areas of Miscommunication Leading to Misunderstanding*
- *De-Brief: Communicating Positively by Choosing the Right Words*
- How we Unintentionally Create Complaint / Conflict Situations
- *Activity: Find the Poison Ivy*
- Queens English Won't Work if We Don't Listen: The Value of Listening
- *Communication Whispers Activity: If You Think You Can Listen, Try This!*
- Paraphrasing: Secret to Ensuring You Do Not Miss Out Vital Information
- The Mehrabian Communication Chart
- Adorning Positive Body Language
- *Demonstration: It is Not Always About the Words*

Module 3: Managing Challenging Situations with Emotional Intelligence

- Categories of Emotion
- Real Life Cases: The Purpose of Emotions
- EQ Applies to Everyone: Understanding the Science Behind It
- *Stand Up Discussion: Can Our Emotions Overpower Us?*
- Stimulus Creates Response: How Do We Control Our 'Reflex Emotions'
- The Concept of Emotional Hijacking
- The EQ Model
- *Perceptual Positioning: Looking at Different Viewpoints*

Module 4: Key Concepts for Successful Planning

- The Big Rock Principle
- *Demonstration Session: The Rocks in Your Life*
- The Secret of Successful Planning: Identifying Your Prime Time & Down Time
- *Activity: Prime Time & Down Time*
- Kill Procrastination- TNT (Today Not Tomorrow)
- The Important / Urgent Model
- *Group Activity: Creating a Real-Life Urgent & Important Matrix*
- The Benefits of Planning
- The Most Important 15-Minutes of Your Day

Module 5: Professional Etiquette for Administrative Personnel

- The Definition of Etiquette & How it Applies to You
- Golden Rule of Etiquette
- 2016's New Rule of Etiquette
- Faux Pas: Do We Commit Them?
- *Group Brainstorming Session: Faux Pas at the Workplace*
- The Concept of Perception & Reality
- Secret to Winning Customers Over: A Smile when Needed Most
- Learning the Elements to a Sincere Smile
- Remembering & Using Names
- The Secret Touch: Building Rapport

FINALE SESSION

POST TRAINING ASSESSMENT

(Note: Items highlighted in blue denotes experiential activities)

TRAINER'S PROFILE



Sri Devi Panchacharam

Education Background

MBA (Leadership) University of Southern Queensland, Australia.

B.Sc. (Hons) Business Computing, Staffordshire University, U.K. (First Class Dissertation Paper)

Certification

HRDF Accredited Trainer

Certified NLP Trainer by American Board of Neuro Linguistic Programming (ABNLP)

Certified NLP Master Coach by ABNLP

Master Certified in Time Line Therapy™

Professional Membership

Malaysian Institute of Human Resource Management (MIHRM)

Corporate Trainer (2005 till Present)

A Little More About the Trainer

Sri has been invited to speak at events such as the Malaysian National Assistant to the CEO Apex 2013. She also emceeds for events; namely the Women Entrepreneur's Excellence Awards 2011 organised by GOPIO and the 50th anniversary dinner for the Jaffnese Corporative Housing Society. Sri is also the co-founder of FAITH@100 which is a group involved in charitable projects across the nation & region. She has worked with over a hundred companies across Malaysia and Brunei; namely, Petronas ICT, Phillip Morris Malaysia, IJM Berhad, Panasonic Malaysia & India, Amanah Raya, DRB-Hicom, HeiTech Padu, Dominos and Ministry of Defence, Brunei.

Training Style: Keeping the Workshop Upbeat!

Anyone who is familiar with Sri will know that training is not just another job for her- it's her passion. Her trainings are focused on creating a purposeful impact, flavoured with sensible humour whilst maintaining the element of fun and excitement throughout the programmes. She also relates to her audience well, by using current and relevant case scenarios.



Hands-On Training Activities

There is never a dull moment in Sri's workshop. Every primary concept is immediately supplemented with a hands-on activity, discussion, presentation or quiz. This is to ensure that the participants leave the training with a clear idea on what they need to do when they return to their jobs.



The Star Reward System

All participants who have attended Sri's training would be very familiar with the 'sticker' system. She uses this interesting method to keep her audience engaged to maximise their absorption rate of learning in the workshop.

Trainer Testimonials

What people
are saying!

"The training has really helped us to get the building blocks that we need to manage smarter and better. Great job! Well done!"

CEO, Sports Direct

"Energetic, great flow"

Senior Manager, East Spring Investments Berhad

"The key take away points are really useful & manage to attract my attention at all times."

Group HR Manager, iProperty Group

"Well prepared & awesome"

Manager, Lembaga Tabung Haji

"The speaker is good, very much updated, hilarious and managed to deliver well"

Doctor, Taiping Hospital

"The trainer was meticulous and put in tremendous effort in engaging the participants. Very useful and effective"

Lawyer, Agility Logistics

"Thumbs up for the trainer, Ms Sri. She made me very comfortable. Excellent time management and fully covered all the topic within the time frame. Great and useful tips to practise in our routine life"

Clinical Instructor, Pantai Hospital Kuala Lumpur

"Sri is sincere in presenting the seminar. Her level of energy gave me more confidence in doing my future presentations"

Accountant, Feruni Ceramiche

"You are defined by your magnetism. It is that dynamism oozing from your eyes and that sincerity radiating from your soul, which can only be moulded from within..."

Sri Devi Panchacharam