



A 2-day program on

Transcending The Role of The Executive Assistant / Personal Assistant

25-26 February 2009 • Crowne Plaza Mutiara Hotel, Kuala Lumpur

WHY YOU CAN'T MISS THIS

Assistants to Managing Directors, General Manager, Heads of Departments perform a myriad of challenging duties far beyond the world of mundane administration. They act as the forerunner for the executive / executives they support and they strive daily to achieve corporate success in a smooth and orderly manner.

It is NOT a role that should be underestimated or undermined by anyone. It is ordinary people handling extraordinary tasks and accomplishing those tasks with ingenuity, confidence and pride.

This is the paradigm shift that executive assistants, PAs and the like need to embrace and empower themselves with. ***By exceeding expectations and performing at peak efficiency and effectiveness, these assistants can leverage their skills to go the extra mile and move forward in their personal and professional lives.***

FOCUSING ON

- Re-inventing Yourself
- Developing Your Business Relationship with Those You Support
- Breaking Barriers to Efficiency & Effectiveness
- Managing Multiple Work Priorities
- Managing Yourself & Self-Empowerment
- Your Role & Influence in the Organization
- The Power of Communication
- Reaching Your Peak Performance & Potential

METHODOLOGY

This program is a balanced combination of theoretical knowledge and practical exercises. It is comprised of sessions where knowledge is imparted, followed by role-play sessions and exercises. Every main point is illustrated with various examples and analogies in the form of sample cases, video clips and various other supporting materials. Ample time is provided to ensure that participants are able to practice what they have learnt during the sessions.

Emphasis is put on assessment and understanding of the participants' ingrained habits, with focus on those areas that would be immediately usable by the participants in their daily work. This includes personal assessments, scenario exploration and practical discussion of real-life situations. Participants are constantly encouraged to use real-life work situations as their source of material for exercises and practice sessions conducted. Interactive lectures, explanations, practical exercises, group discussion, Q & A session.

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