

# **Clerical Development Skills Workshop**

**Date: 20<sup>th</sup> & 21<sup>st</sup> June 2012**

**Venue: ATCEN Learning Centre, Damansara Perdana PJ**

## **Workshop Description**

The administrative and support staff is the backbone of any organization. It is therefore essential that their skills are sharp, they are motivated and they want to make things happen in the office.

This ensures that pivotal tasks are performed well and completed on time. Leading to smooth business operations allowing for key objectives and goals to be achieved by all.

### **Workshop Objectives**

- Identify the fundamentals for a positive and professional self image at work
- Appreciate the importance of quality at work
- Learn to prioritize and set goals priorities to increase effectiveness
- Eliminate excuses at work. Understand the task clearly by better listening and questioning techniques
- Manage phone calls in a professional manner
- Developing relationships and communicate well with bosses
- Building productive interpersonal relationships

### **Who Should Attend?**

- Administrative Staff
- Clerical Staff

# Clerical Development Skills Modules

## Module 1: My Roles At Work

- My Roles and Responsibility at Work
- Building Confidence and Self Esteem for Success
- The Service Mindset and Supporting Others

Activity: My Professional Image, I am Important

## Module 2: Eliminate Excuses and Deliver High Quality

- Principles and Choices in Life
- The Elimination of 4 Key Excuses in Life
- Increasing Self Discipline by Eliminating Excuses
- I Am My Word

Activity: The Quality Game- We Need it

## Module 3: Managing Our Time

- Developing Effective Time Management
- Understanding Priorities and Importance
- Eliminating typical procrastinators & time wasters and setting priorities

Activity: Set Targets for Ourselves to Get Things Done

## Module 4: Effective Communication Skills

- How we Communicate
- Stop Assuming, Start Listening and Questioning
- Barriers to Communications

Activity: Questioning Skills and Listening Skills

## Module 5: Telephone Etiquette

- Telephone Courtesies
- What Not To Say Over The Phone - Exercise
- Writing Down and Leaving Message

Activity: Managing Angry Callers – Role play

## Module 6: Interpersonal Communication With The Boss

- Developing Relationship with Your Bosses
- Communicating with Your Bosses
- Working with Difficult Bosses

Activity : Boss Expectations of You

## Module 7 : Working With Colleagues

- Saying 'No' To Unreasonable/Unrealistic Demands
- Telling Others What You Want - Asking For Things
- Expressing Opinions Effectively - Getting People To Listen

Activity: Yes, No, Yes

## Module 8: The Way Forward –Changing Habit

- Activity: Continuous Development Of Good Habit

Activity: My Personal Action Plan

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

### Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Refreshment
1300 – 1400	Lunch
1530 – 1545	Afternoon Refreshment
1700	End of Workshop

*Chronology applies for Day 1 and Day 2*

## Facilitator Profile

### Sharmaine Chen Trainer



Sharmaine Chen is a corporate trainer for ATCEN Sdn Bhd and also the owner of the ATCEN Learning Centre at Damansara Uptown. Sharmaine has a Diploma in Accounting and has been actively conducting corporate training for the last 4 years. With her diverse and interesting experience, Sharmaine conducts training related to Grooming and Etiquette, Sales and Administrative Skills.

Sharmaine has vast experience in the Accounting and Administrative profession whereby she spent close to 12 years working with companies in the Wholesale Trading, Shipping, Legal, Insurance, Retail, Manufacturing, Restaurant, Constructions, Hotel and Railway Construction industry. She started as an Accounts Assistant and raised to the position of Accounting Manager and Personal Assistant to Director respectively.

Thereafter Sharmaine undertook a drastic changed in her career by accepting the role as a Reservations Manager in a 5 Star Hotel in downtown Kuala Lumpur. She worked 3 years in the new challenge; working as part of the with the Front Office, Sales & Marketing, Catering and providing a fantastic experience for all the local and international corporate clients and regular guests at this luxurious 5 star Hotel.

She then joined a hotel supplies company as a Sales Manager supplying to all 4 & 5 Stars Hotel for 1 1/2 years. She had to liaise with all the Directors of F&B, Chief Chef, Chief Steward and lastly decision making to meet with the GM. Organise and participate in yearly exhibition held in Malaysia and Singapore. She also worked briefly in the United States. In 2004, Sharmaine decided to venture out as an entrepreneur doing something that was her passion- jewellerys and clothing. She opened a fashion wear boutique and several kiosks in Hotels selling custom made jewellerys made from various components including Swarovski crystals. She also gave grooming consultation to customers on what color suits them, what dress code is suitable for what event and teach them on how to mix and match.

Today other than her current business, Sharmaine also conducts Sales, Self Development, Self Image Improvement and Administrative trainings for several MLM companies. She loves to help people to grow by changing their ways of thinking. She enjoys talking to people by giving them consultation on changing their life for the better and overcoming the challenges in life an being positive. Other than in the Klang Valley, she has conduct trainings in Miri, Brunei and Kuching.

Sharmaine is a person who loves to learn, teach and share. Her life experiences have enlightened her to be more interested in people development and she is more than willing to share her learning with everyone.

# Clientele

## Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd  
 Affin Bank Berhad  
 Aims Data Centre Sdn Bhd  
 Airfoil Services Sdn Bhd  
 Ajinomoto (M) Bhd  
 Alcan Packaging Malaysia  
 Alcatel-Lucent Malaysia Sdn Bhd  
 Alliance Banking Group  
 Allianz Life Insurance Malaysia Berhad  
 ALSTOM Asia Pacific Sdn Bhd  
 Amanah Raya Berhad  
 AmBank (Malaysia) Berhad  
 AmG Insurance Bhd  
 AmLife Insurance Berhad  
 Amway (M) Sdn Bhd  
 Arachem Tech Training Centre  
 Autoliv Hirota SRS Sdn Bhd  
 Automobiles Peugeot  
 AXA Affin General Insurance Bhd  
 Axon Solutions Sdn Bhd  
 Bank Islam Malaysia Bhd  
 Bank Muamalat  
 Bank Negara Malaysia  
 Bank Rakyat  
 Beaufour Ipsen International  
 BlueScope Steel (M) Sdn Bhd  
 BMW Malaysia Sdn Bhd  
 Boustead Petroleum Marketing Sdn Bhd  
 Business Information Technology  
 Byte Craft Sdn Bhd  
 Canon Marketing (M) Sdn Bhd  
 Celcom (M) Sdn Bhd  
 Central Forwarding Agency Sdn Bhd  
 Century Total Logistics Sdn Bhd  
 Chemopharm Sdn Bhd  
 CIMB Bank Berhad  
 CL Computers (M) Sdn Bhd  
 CMCM Pemiagaan Sdn Bhd  
 CNI Enterprise (M) Sdn Bhd  
 Colgate-Palmolive (M) Sdn Bhd  
 Computer Systems Advisers (M) Berhad  
 Credit Guarantee Corporation (M) Bhd  
 CSC Malaysia  
 D G Kom Sdn Bhd  
 Dagang Net Technologies Sdn Bhd  
 Datacom South East Asia (M) Sdn Bhd  
 Datacraft Advanced Network Services Sdn Bhd  
 Dell Global Business Center Sdn Bhd  
 DHL Express (Malaysia) Sdn Bhd  
 Dialog Telekom Limited  
 Diethelm (M) Sdn Bhd  
 DiGi Telecommunications Sdn Bhd  
 Dumex (M) Sdn Bhd  
 East of Suez Holdings Sdn Bhd  
 ECM Libra Investment Bank Berhad  
 ECS Pericomp Sdn Bhd  
 Edaran Tan Chong Motor Sdn Bhd  
 e-Genting Sdn Bhd  
 Entellium Technologies Sdn Bhd  
 EON Bank Berhad  
 EPF Social Security Training Institute (ESSET)  
 EPIC-I Sdn Bhd  
 EPS Computer Systems Sdn Bhd  
 Ericsson Malaysia  
 Etiqa Insurance Bhd  
 Etiqa Takaful Bhd  
 Euratech (Malaysia) Sdn Bhd  
 Formis Software Dynamics Sdn Bhd  
 Fresenius Medical Care Malaysia Sdn Bhd  
 Frontline Technologies Malaysia Sdn Bhd  
 FSBM Mantissa (M) Sdn Bhd  
 Fuji Xerox Asia Pacific Pte. Ltd  
 Fujitsu (Malaysia) Sdn Bhd  
 Gagasan Carriers Sdn Bhd  
 Gapuma Technologies Sdn Bhd  
 Genting Information Knowledge Enterprise Sdn Bhd  
 Global Transit Communications Sdn Bhd  
 Group Associated (C&L) Sdn Bhd  
 Grundfos Pumps Sdn Bhd  
 Gucci (Malaysia) Sdn Bhd  
 Guinness Anchor Berhad  
 HeiTech Padu Bhd  
 Hewlett-Packard Sales (M) Sdn Bhd  
 Hilton Petaling Jaya  
 Honda Malaysia Sdn Bhd  
 ICI Paints (Malaysia) Sdn Bhd  
 IITC Global Technology Sdn Bhd  
 IMU Education Sdn Bhd  
 InfoConnect Sdn Bhd  
 ING Insurance Bhd  
 interTouch (Malaysia) Sdn Bhd  
 iPerintis Sdn Bhd  
 Islamic Banking and Finance Institute Malaysia Sdn Bhd  
 ISS Consulting (M) Sdn Bhd  
 IT-365 Malaysia Sdn Bhd  
 ITApps Sdn Bhd  
 Jabatan Pengangkutan Jalan  
 Jabatan Pentadbiran Latihan  
 Jebson & Jessen Communication Solutions (M) Sdn Bhd  
 Johnson Controls (M) Sdn Bhd  
 Kannal Solutions Sdn Bhd  
 Keretapi Tanah Melayu Berhad  
 Khazanah Nasional Berhad  
 Kolej Yayasan UEM  
 Kualiti Alam Sdn Bhd  
 Kurnia Insurance (M) Bhd  
 Lafarge Cement Sdn Bhd  
 Majlis Amanah Rakyat (MARA)  
 Malayan Banking Berhad  
 Malayan Cement Industries Sdn Bhd  
 Malaysia National Insurance Berhad  
 Malaysian Assurance Alliance Berhad  
 Maxfame Technologies Sdn Bhd  
 Mayban Fortis Holdings Berhad  
 Mayban General Assurance Berhad  
 MBF Cards (M) Sdn Bhd  
 McKinnon & Clarke Sdn Bhd  
 MEASAT Satellite Systems Sdn Bhd  
 Media Prima Berhad  
 MEPS (1997) Sdn Bhd  
 Mesiniaga Bhd  
 Mexter MSC Sdn Bhd  
 Mid Valley City Sdn Bhd  
 MISC Berhad  
 Mitsui-Soko (M) Sdn Bhd  
 MnEBay (M) Sdn Bhd  
 MNRB Holdings Berhad  
 Modipalm Engineering Sdn Bhd  
 MOHR  
 Malaysian Life Reinsurance Group Bhd  
 Multimedia College  
 N2N Connect Berhad  
 NCH Corporation (M) Sdn Bhd  
 NEC Corporation of Malaysia Sdn Bhd  
 Netstar Advanced Systems Sdn Bhd  
 OCBC Bank (M) Bhd  
 OMD (M) Sdn Bhd  
 Optimal Chemicals (M) Sdn Bhd  
 Oracle Corporation (M) Sdn Bhd  
 P&O Global Technologies Sdn Bhd  
 PanGlobal Insurance Berhad  
 Paradigm Systems Berhad  
 Pembangunan Sumber Manusia Berhad  
 Perbadanan Bekalan Air Pulau Pinang  
 Pemec Corporation Berhad  
 Pharamianga Logistics Sdn Bhd  
 Plus Expressways Berhad  
 Power Innovations Sdn Bhd  
 Premier Lubricants (M) Sdn Bhd  
 Prometric Technology Sdn Bhd  
 Proton Edar Sdn Bhd  
 Prudential Services Asia Sdn Bhd  
 Rangkaian Segar Sdn Bhd  
 REDtone Telecommunications Sdn Bhd  
 Rentwise Sdn Bhd  
 RHB Bank Berhad  
 Ricoh (Malaysia) Sdn Bhd  
 Rohas-Euco Industries Bhd  
 SAINS Sdn Bhd  
 Samsung Malaysia Electronics (M) Sdn Bhd  
 Sapura Research Sdn Bhd  
 Sarawak Information Systems Sdn Bhd  
 SCAN Associates Berhad  
 Scope International (M) Sdn Bhd  
 Shangri-La Hotels Marketing Sdn Bhd  
 Shell IT International Sdn Bhd  
 Shell Malaysia Trading Sdn Bhd  
 Signature Manufacturing Sdn Bhd  
 Skynet Worldwide (M) Sdn Bhd  
 SnT Global Services Sdn Bhd  
 Sony BMG Music Entertainment  
 Southern Bank Berhad  
 Standard Chartered Bank  
 Star Publications (Malaysia) Berhad  
 Sumiso (M) Sdn Bhd  
 Sun Media Corporation Sdn Bhd  
 Sunway Holdings Bhd  
 Sunway Pyramid Sdn Bhd  
 Suruhanjaya Syarikat Malaysia  
 Takaful Ikhlas Sdn Bhd  
 Taylor's College Sdn Bhd  
 Teknikast Sdn Bhd  
 Teknik Jana kuasa Sdn Bhd  
 Teledirect Telecommerce Sdn Bhd  
 Telekom Sales & Services Sdn Bhd  
 Telekom Smart School Sdn Bhd  
 Telshine Sdn Bhd  
 Tenaga Nasional Berhad  
 The Media Shoppe Bhd  
 The Nielsen Company (Malaysia) Sdn Bhd  
 TIME dotCom Bhd  
 TM Asia Life (Malaysia) Berhad  
 Tokio Marine Insurans (M) Bhd  
 TT dotCom Sdn Bhd  
 Tyco Fire, Security & Services Sdn Bhd  
 UCB Pharma Asia Pacific Sdn Bhd  
 UEM Academy Sdn Bhd  
 United Overseas Bank (M) Berhad  
 University of Malaya  
 VADS Berhad  
 ViewPoint Research Corporation Sdn Bhd

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**20<sup>th</sup> – 21<sup>st</sup> June 2012**

**ATCEN Learning Centre, Damansara Perdana,  
Petaling Jaya**

**TO REGISTER OR FOR MORE INFORMATION:**

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