

ESSENTIAL WORKPLACE SKILLS

Organized by:

The Foundation of Administration, Communication,
Productivity, Interpersonal, Emotional Intelligence
& Creative Skills in the Workplace



PUBLIC PROGRAM - WORKPLACE SKILLS

The Essential Workplace Skills program is aimed at helping employees acquire the essential skills needed to increase levels of efficiency within the workplace. These skills can make a real difference to success or failure in the workplace. These skills are essential for finding and maintaining meaningful employment, and they help individuals be effective employees, who make positive contributions to the workplace.

WHAT YOU WILL LEARN

- ✓ Learn to understand and manage your own emotions and of the people around you
- ✓ Improve Communication through Active Listening and Future-Focused Conversations
- ✓ Emotional Intelligence and How It Benefits an Organization
- ✓ How to cope with difficult and unreasonable behavior patterns
- ✓ Learn to be clear and concise when giving directions and presenting information
- ✓ Focuses upon developing speaking, nonverbal communication, and listening skills
- ✓ Demonstrate effective interpersonal communication skills
- ✓ Learn to think critically and constructively
- ✓ Learn to maintain control of attitudes and accept constructive criticism in a positive manner,
- ✓ Learn to react to negativity in a neutral tone, volunteer for tasks, and be better prepared for changing work responsibilities.

This seminar is designed for all level of employees and those who are interested to acquire the essential skills in order to increase levels of efficiency within the workplace.

PROGRAM DURATION

- 2 Days
- 9.00am to 5.00pm
- Training Materials provided
- Lunch & Tea provided

Training Date:-

**22nd & 23rd
January 2014**
**Summit Hotel,
Subang Jaya**

TRAINING FEES

- Training Fees: RM 1,500.00
- Early Bird Discount : RM 1,300.00
(at least 2 weeks before program)
- Group Discount (3 or more): RM 1,300.00

**CALL OR EMAIL US TODAY
FOR MORE INFO!**

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Zul/Sana/Gopala

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Objectives

This course will help employees in their efforts to increase their overall effectiveness.

Outstanding administrators need to possess a combination of positive attributes. They need to be organized, motivated, and able to work independently, and be adept at handling the pressure of multiple tasks and deadlines.

This course will provide them with the tools and techniques to improve the efficiency and effectiveness of business processes and the resources they have available.

In addition, it will help build more effective relationships between divisions and departments within any organization.

Training Methodology

We believe that the best way to learn these skills is by actually practicing them. So, the emphasis of our training is on practical skills, via discussion, group work, case studies, and practical exercises.

COURSE CONTENT

ADMINISTRATION & SELF MANAGEMENT

- Planning & Scheduling work priorities
- Identify your time waste
- How to manage time effectively
- Setting Urgent and important
- Follow through activities
- Discipline and commitment

EMOTIONAL INTELLIGENCE

- Self –Awareness
- Self-Projection
- Self-Management
- Self-Discipline
- Relationship Management
- Social Awareness

CREATIVE INTELLIGENCE

- Three Creative Intelligence
- Outside Stimulation
- Personality Types
- Three Dimension Creative Intelligence
- Creative Workout

OFFICE INTERPERSONAL SKILLS

- Developing Positive Self Image
- Developing Positive Relationship
- Building Trust
- Handling Troublesome Staff

COMMUNICATION SKILLS

- Running an effective meeting
- Elements of Communication
- Barriers to Communication
- Selecting Communication Channel
- Types of Communication
- Communicating with Guest
- Communicating with Superior
- Body Language Usage

OFFICE PRODUCTIVITY IMPROVEMENT

- Productivity and quality defined
- Continuous improvement
- Cost & control
- Profitability explained
- Developing cost conscious staff
- Who is our customer

OFFICE SYSTEM CONTROL

- Planning office system and create procedures
- Control of subordinate activities through proper measurement
- Setting goals and performance appraisal
- Job description
- Organization & Methods
- Organization Chart
- Organization Manual

Essential Skills at Work is a unique, training program that teaches the workplace skills that employers really are looking for in employees.

These skills can make a real difference to success or failure in the workplace. These skills are essential for finding and maintaining meaningful employment, and they help individuals be effective employees, who make positive contributions to the workplace.