

The Certified AdminPro In Management[®]

Join Us
for
2018
Intake!



Administrative professionals help their bosses and organisations manage everyday surprises and juggle multiple tasks at once - Get up-skilled and certified with our Certified AdminPro program. This intensive learning experience is the culmination of over two decades of research on the learning needs of administrative skills. After the program, you will be ready to face any challenges you might encounter in your professional life.

Best of all, you will be certified by a prestigious institution of higher learning as proof of your administrative prowess. This alone will do wonders for your resume on top of all the skills and knowledge you will gain. Wait no more, get on board!

what they say...

"Fun, enlightening and an overall great program for all administrative professionals. If you're not taking it, you'd be missing out!"

Othilia Hee, Swinburne University of Technology Sarawak - Batch 1/2017

"This program is just right for me to achieve my goal of being upgraded in my company."

Evangeline Drusi - Sarawak Energy Berhad - Batch 2/2017

"I've benefited so much from the 3 days intensive programme. It's a cost effective and convenient way for business executives or administrators"

Chiong Jing Jing; Khazanah Nasional Berhad - Batch 3/2017



The Certified AdminPro in Management

Introduction

Management is frequently described as the art of getting work done through others to accomplish goals and objectives using available resources effectively and efficiently.

This requires a set of skills and competencies that administrative professionals can develop to extend their influence, meet their manager's expectations, create a professional image, take responsibility, generate ideas creatively, solve problems, resolve conflicts, plan current and future activities and finally have a springboard for continuous improvement.

If you are in the role of a secretary, personal assistant or any administrative professional, you'll find this workshop to be essential for your present job and critical for your career prospects.

Overall Objectives

- 5 ways to manage your work priorities
- How to apply Daniel Goldman, 3 areas of focus management at work
- How to plan your work for effectiveness
- How to generate ideas and solve problems - Quickly, Creatively and Confidently
- Learn tools to assess and prioritize ideas for decision making
- Cultivate leadership qualities to get more done through others
- How to enhance the power of EQ maturity
- Communicate assertively to obtain commitment and results
- How to work with difficult people and deal with conflicts
- Keep abreast with your professional development and progress through continuous improvement

Overall Learning Outcomes

Identify your work priorities and set weekly action plan

Instill the habit of focus management to be more productive at work

Define and practice lateral thinking skills

Use brainstorming techniques to generate ideas

Apply 2 tools to assess and prioritize ideas for decision making

Demonstrate leadership qualities in the workplace

Explain the 5 elements of EQ maturity

Use the power of questioning to obtain result from people

Apply the 6 steps in conflict management strategy

Use the 4 step Deming quality model for continuous work improvement

Course Schedule

Location

• Penang • Kuala Lumpur/Selangor • Kuching

Duration

(2 + 1); total 3 days

Time

8.00 a.m. - 5.00 p.m.

Dates & Venue

Please refer to attached registration form.
You may also email to mrs@mrstraining.com or
Whatsapp 013-810 3838 for more details

Course Target Beneficiaries

Secretaries, Personal Assistants, Administrative Assistants, Executive Assistants, Administrators, Executive Secretaries, Office Assistants, Private Secretaries, Administrative Clerks, General Clerks, Technical Assistants, Admin Supervisors, Administrative Officers, Administrative Executives, Administrative Managers, and all administrative related professionals.

Admission Requirements

- Possess a recognized Diploma or Degree in any discipline from Institutions of Higher Learning or Universities with at least one (1) year working experience
- Any individual who is interested in acquiring in-depth knowledge of administrative skills with at least two (2) years working experience

Successful participants shall receive the
" Certified AdminPro
in Management "
Certification
from Swinburne & MRS

BATCH 1
KUCHING



BATCH 3
KUALA
LUMPUR



BATCH 2
KUCHING



The Certified AdminPro in Management ©

Course Content

Day 1

Management Skill 1 Managing Personal Work Priorities and Focus Management

Objective

- To manage work priorities and task focus

Learning Outcome

- Use the 80:20 principle for task prioritization
- Instill the habit of focus management

Management Skill 2 Planning for Work Effectiveness

Objective

- Understand the "why" and "how" of planning

Learning Outcome

- Use the weekly action plan worksheet, 5W1H and gantt chart for planning

Management Skill 3 Generating Ideas through Organized Creativeness

Objective

- Enhance lateral thinking skills

Learning Outcome

- Demonstrate the "reversal" brainstorming technique
- Apply 2 tools to prioritise and assess ideas

Day 2

Management Skill 4 Cultivating Leadership Skills

Objective

- Understand and demonstrate leadership qualities at work

Learning Outcome

- Learn to self-lead and to lead colleagues

Management Skill 5 EQ Management for Success

Objective

- To enhance EQ maturity

Learning Outcome

- Explain the 5 elements of EQ maturity

Management Skill 6 Solution-Focused Communication Skills

Objective

- Communicate assertively to obtain commitment and results

Learning Outcome

- Practise the art of solutions driven questioning skills
- Dealing assertively with your boss without causing offence

Break for project / assignment

Briefing for project assignment paper

Day 3

Management Skill 7 Conflict Management Skills

Objective

- How to deal with conflicts

Learning Outcome

- Apply 6 steps in conflict management strategy to deal with conflicts in work teams

Management Skill 8 Facilitate Continuous Improvement

Objective

- Keep abreast with professional development

Learning Outcome

- Apply the 4 steps of Deming quality model

After Lunch

- Final written assessment test

Interested in organizing
"The Certified AdminPro
in Management" as an In-House Certification Training
Please email mrs@mrstraining.com
WhatsApp 013-810 3838

Course Assessment

The Certification Programme is designed to give the participants an enhanced learning platform through the use of a variety of activities; individual and group exercises, questioning and answering opportunities, presentations, role plays and video sessions. The sessions will be extensively interactive and will optimize the experiential learning process. Each participant will leave with a personal development plan on how they will use the learning. The Certification Programme adopts a blended learning style to get participants to be highly involved in the training session. The programme comprises of 30% theory and 70% hands on practical sessions.

Language of Instruction

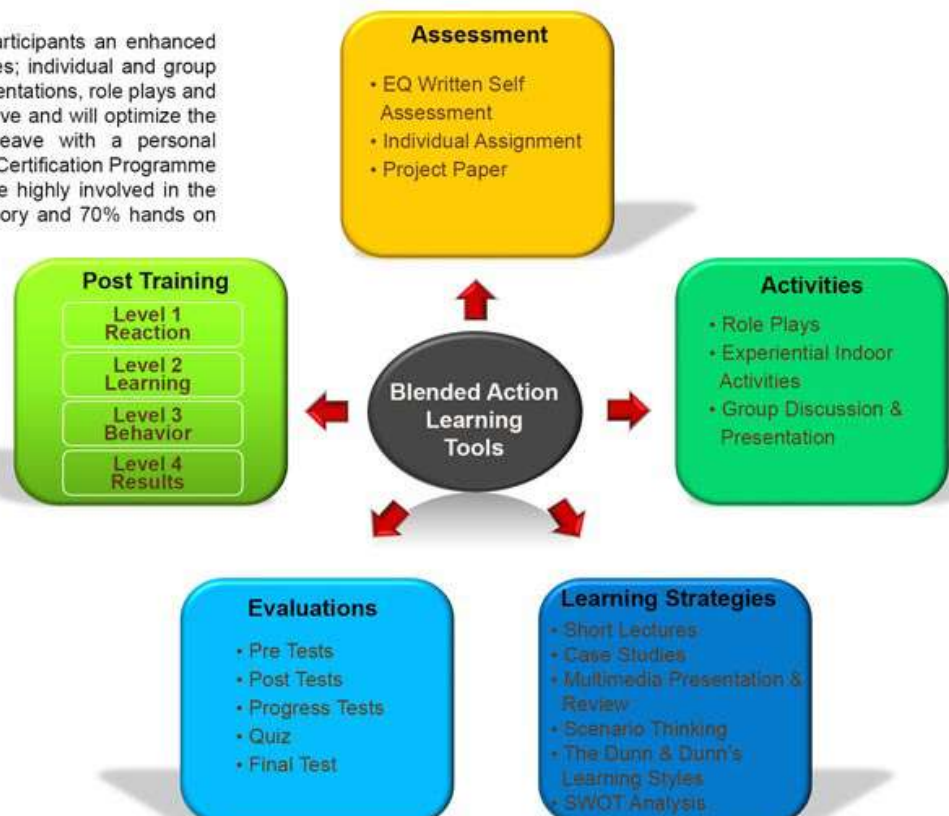
English
Bahasa Malaysia
(English proficiency will be an advantage)

Assessment

Project Paper : 40%
Final Test : 30%
Class Activities : 30%

Grading System

Excellent : > 85%
Good : 70 - 84
Average : 60 - 69
Pass : 50 - 59
Not Competent : Below 50





CERTIFICATION PROGRAMS

MRS greatly supports the "lifelong pursuit of learning". Whether you are new to the workplace or have years of experience in your career, you are never too young or too old to learn & re-learn! Hence, we are offering two other exciting certification programs. Upon completion, you will be awarded a Certificate of Competence by the respective universities.



SPOT true talent & learn tips to make them stay

For technical & non-technical jobs

AN INTERNATIONAL CERTIFICATION

The Certified InterviewPRO

MRS Management SWINBURNE UNIVERSITY OF TECHNOLOGY

What's wrong with recent corporate job interviews? Pretty much everything! Every company has its own specific interview process, but have you actually taken a step back and thoroughly analysed yours lately? This program has been designed to equip hiring managers or personnel to gain the latest and most effective interviewing techniques and structures to spot true talent and make them stay!

For further information:

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Email: mrs@mrstraining.com, kristine@mrstraining.com



www.trainingprovider.org



MRS Management UNIMAS UNIVERSITY MALAYA BUSINESS SCHOOL

The Certified Managerial PROGRAM[©]

Pressure from the top, dissatisfaction from the bottom & you are caught in the middle? Grow your knowledge and skills of people management & soon managing will be a breeze! This program has been designed to enable current & future managers to sharpen key management skills! Wait no more!

Information provided in this course guide is relevant at the time of publication.

The organiser reserves the right to make any amendments that are deemed necessary in the best interest of the course.



The Certified AdminPro In Management®

Registration Form
Call 082-454343, 452246, 453246 or
Fax this form to +6082-458248
Email: kristine@mrstraining.com

Please tick

- Kuching (Mar 21-22, April 23, 2018)
 Kuala Lumpur/Selangor (July 10-11, Aug 10, 2018)
 Kuching (Oct 22-23, Nov 22, 2018)
- HRDF SBL - KHAS Scheme
 HRDF SBL Scheme
 Normal

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Name : Position :

Email : Mobile Phone :

Name of immediate supervisor : Position :

Company Name :

Company Address :

..... Postcode : State : City :

Contact Person : Tel : Fax :

Email : Position :

We are enclosing a cheque no made payable to MRS Management Sdn Bhd amounting to RM

for the above registration(s). (Please photocopy for more registrations)

Upon submission of this form, I confirm I have read and accept the terms and conditions of the registration. Please attention invoice to

Name :

Position :

Email :

Tel : Fax :

SIGNATURE & COMPANY CHOP/STAMP _____ Date _____

ADMINISTRATIVE DETAILS

1. LOCATION	KUCHING	KL/SELANGOR	KUCHING
2. VENUE	Swinburne University Campus	TBA	Swinburne University Campus
3. DATE	Mar 21-22, April 23, 2018	July 10-11, Aug 10, 2018	Oct 22-23, Nov 22, 2018
4. CLOSING DATE	Mar 14, 2018	July 3, 2018	Oct 15, 2018

5. REGISTRATION FEES/ PARTICIPANT:

NORMAL RATE	RM 4898
INTERNATIONAL PARTICIPANTS	USD 1250

*Fee is not inclusive of 6% GST

TERM & CONDITIONS

- Outstation participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.
- Payment, Confirmation & Admission
An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A letter of Undertaking may be acceptable with prior notice and consent.
- Substitution/Replacement of Participants
Substitutions are allowed at no extra charge provided MRS is notified in writing at least 10 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto

4. Cancellation of Participation

For Paid Registrations	For Unpaid Registrations
30 days before course : Full refund or transferable	30 days before course : No applicable admin fee
14 days before course : Refund minus 15% admin fee or transferable	14 days before course : 15% admin fee chargeable
Less than 14 days before course : No refund but transferable	Less than 14 days before course: Full fees chargeable and transferable
No show : No refund and not transferable	No show : Full fees chargeable and not transferable

* Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value.

6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and hold MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation

In the event of a permanent cancellation by MRS of this course and provided it is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and hold MRS harmless from any cost incurred.

8. I have read and consent to MRS processing our registration data in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, I have discharged my responsibility of ensuring the information I provided herein is the most up-to-date information as possible.

M W E F FB EB1 EB2 S S1

Organised By



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