



Website : www.bcdbh.org

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NEW TRENDS IN SECRETARIAL

Date	Venues	(\$)Fees	Book your seat
21 Dec -25 Dec 2025	Kuala Lumpur	3150	Register Now

Course Overview

In this course the participant will be able to Manage workloads and time and Understand the different methods used in storing information and Implement the easiest, safest method suitable for work environment applications, requirements, and how to solve the related problems

Course Objective

By the end of the course the participant will be able to:

- Manage workloads and time
- Work under pressure to achieve objectives
- Understand the different methods used in storing information
- Implement the easiest, safest method suitable for work environment applications, requirements, and how to solve the related problems
- rule of etiquette to deal with awkward situations

Who Should Attend?

Secretaries and office managers

Course Outline

1. Secretary's behavior and responsibilities

- Job definition and analysis.
- Identification of personality type.
- Increasing productivity.
- Developing a work plan.
- Upper management recognition.
- Influencing people.

2. Rules governing acceptable forms of hand- shaking priorities and behavior

3. Active listening and constructive conversations

4. Rule of etiquette to deal with awkward situations

5. Rules of etiquette in face to face, written and telephone communication

6. Etiquette and meetings, and motives of human behavior

7. Transactional analyses in the secretarial offices

8. Body language and etiquette: greetings, introduction, socializing hand-shaking and exchange of presents and wreath



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Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays