

VITAL SKILLS FOR ADMINISTRATIVE PERSONNEL: GET READY FOR 2021



Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence in our job satisfaction is our relationship with others.

Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This virtual training is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

COURSE OBJECTIVES

WHEN YOU COMPLETE THIS TRAINING YOU WILL BE ABLE TO DEFINE THE KEY CONCEPTS ASSOCIATED WITH VITAL ADMINISTRATIVE SKILLS AND YOU WILL BE ABLE TO:-

- **DISPLAY** professional presence on the job.
- **SELF-MANAGE** to become more effective and efficient.
- **COMMUNICATE BETTER:** listening, questioning.
- **MANAGE** conflict and deal with difficult people.
- **DISPLAY** assertiveness

TRAINER PROFILE

DAVIDSON ABISHEGAM
TRAINER / CONSULTANT / AUTHOR



Dave, as he is fondly known is a firm believer in getting real results that are right for you and your organization. Your goals and aspirations form the backbone of his coaching and training sessions simply because he understands that in learning and development, a one-size fits-all approach will not yield the results you want. Dave is a Certified Trainer and Business Coach with over 21 years of training experience. He will bring your organisation *REAL RESULTS!*

LEARNING METHOD



When you sign up please ensure that you have access to these apps. For our virtual training we will be using:

- **ZOOM** as the learning platform.
- **GOOGLE CLASSROOM** for assignments, discussions, Q&A.
- **WHATSAPP** for 30 days online support.

DATE : 8 - 10 DECEMBER 2020 (3 DAYS)

DAY : TUESDAY - THURSDAY

TIME : 9:30 AM - 11:00 AM

: 2:00 PM - 3:30 PM

This is a 9-hour class divided into 3-days.

BND599.00 only

Fee includes Certificate of Attendance

TOPICS COVERED

- MODULE 1 : PERSONAL BEST, PROFESSIONAL BEST**
- MODULE 2 : PUTTING OTHERS AT EASE**
- MODULE 3 : DISTORTED THINKING**
- MODULE 4 : THE STEPS TO FEELING GOOD**
- MODULE 5 : UNDERSTANDING ASSERTIVENESS**
- MODULE 6 : IMPROVING YOUR ASSERTIVENESS SKILLS**
- MODULE 7 : COMMUNICATION SKILLS**
- MODULE 8 : ASKING & LISTENING**
- MODULE 9 : NON-VERBAL MESSAGES**
- MODULE 10 : WRITING SKILLS**
- MODULE 11 : GETTING AHEAD**
- MODULE 12 : SELF-MANAGEMENT**
- MODULE 13 : SETTING GOALS**
- MODULE 14 : WORKING AS A TEAM**
- MODULE 15 : WORKING WITH DIFFICULT PEOPLE**
- MODULE 16 : LEARNING TO SAY NO**
- MODULE 17 : DEALING WITH STRESS**

HOW TO PARTICIPATE / REGISTER

3 ways to register or enquire:

- Email a copy of registration form to ash.sales@kcom.net.my
- Registration link: bit.ly/VS810Dec
- Sign up via **Google forms** by scanning this **QR Code**:



Zoom link will be sent to all registered participants before the training.

DATA ANALYSIS USING MICROSOFT EXCEL



Data analysis is defined as a cleaning, transformation and modeling process for the identification of useful information in decision making in business. Data analysis attempts to collect valuable data and make a choice based on the analysis of the data.

LEARNING OUTCOME AND GOALS

- **IDENTIFY** the Excel Data used in the report
- **CONDUCT** Analysis using Historical Data
- **BETTER** manage a Database and search of information quickly
- **COMPLETE** an Analysis Report in a Shorter time
- **MAKE** informed Decision using the right Analysis Tools

COURSE REQUIREMENT

- Participants should be able to use a PC at the beginner level
- Basic knowledge and functionality of Microsoft Excel
- Microsoft Office 2013 and above

TRAINER PROFILE

KELVIN NG
MICROSOFT OFFICE MASTER SPECIALIST



Kelvin Ng Choo Kent is a highly experienced Microsoft office master trainer with more than 23 years of experience in Office Automation, Consultation, Graphic Design, Animation and Print Production arena. He is a graduate of Malaysian Institute of Art (MIA) and holds the distinction of being certified as Adobe Certified Expert (ACE), Microsoft Office 2016 Master Specialist MCP & MCT.

LEARNING METHOD



When you sign up please ensure that you have access to these apps. For our virtual training we will be using:

- **ZOOM** as the learning platform.
- **GOOGLE CLASSROOM** for assignments, discussions, Q&A.
- 30 days **ONLINE SUPPORT**.

DATE : 14 - 15 DECEMBER 2020 (2 DAYS)

DAY : MONDAY - TUESDAY

TIME : 1:30 PM - 5:00 PM

This is a 7-hour class divided into 2-days.

BND599.00 only

Fee includes Certificate of Attendance

TOPICS COVERED

MODULE 1 : UNDERSTANDING DATA IN MICROSOFT EXCEL

- What is Excel Data?
- Excel Data Type
- Advanced Number Formatting
- Excel Referencing | Name Range

MODULE 2 : DATA MANAGEMENT

- What is Excel Data?
- Excel Data Type
- Advanced Number Formatting
- Excel Referencing | Name Range

MODULE 3 : ANALYZING DATA USING PIVOTTABLE

- Basic PivotTable Interface
- PivotTable Layout
- Value Field Setting
- Grouping and Filtering
- Calculated Fields

MODULE 4 : ANALYZE DATA USING WHAT-IF-ANALYSIS

- Understanding What-If-Analysis
- Applying Goal Seek to achieve Target
- Using Data Table to Test the Variables
- Save all data set using Scenario

HOW TO PARTICIPATE / REGISTER

3 ways to register or enquire:

- Email a copy of registration form to ash.sales@kcom.net.my
- Registration link: bit.ly/DA1415Dec
- Sign up via **Google forms** by scanning this **QR Code**:



**Zoom link will be sent to all registered participants before the training.*



Coaching Skills for Leaders

16-17 December 2020
Wed-Thurs

Day 1: 09:00 AM - 1:00 PM
Day 2: 09:00 AM - 1:00 PM

Coach:
Rozana Halpin

Fee per participant : B\$599.00

3 Ways to Register:

- Email a copy of registration forms to ash.sales@kcom.net.my
- Registration link: bit.ly/CSL-Dec
- Sign up via Google Forms by scanning this QR Code:



Why is this program needed?

The traditional management model of directing and telling is no longer effective in this increasingly fast-paced and complex organizational environment. In the last decade, management and leadership responsibilities have changed dramatically, and coaching has become an essential skill to have. If you have ever wondered how to get better performance from your employees or if you are connecting effectively with your employees, then this course is for you.

Learning Outcomes

At the end of this program, the participants will be able to:

- **Define** what coaching is and explain its role in the workplace
- **Explain** the managers role in the coaching process
- **Know** when they have created a positive coaching environment
- **Follow** a specific procedure for coaching success
- **Use** the GROW model to provide successful coaching conversations
- **Use** coaching communication skills to good effect
- **Identify** coaching opportunities and appreciate which style to use

A high Impact workshop brought to you by KCOM Academy

Trainer's Profile



Rozana Halpin

An ICF certified Executive and Leadership Development coach and HRDF certified trainer with extensive experience in corporate management and a proven track record of driving change and maximising efficiency in a fast paced, dynamic environment.

Specialised in project management, people development, delivering business process improvements and change management. Uses a multi-disciplinary approach based on rigorous, broad study and training

My previous experience in management whilst in the UK has equipped me with the necessary skills and insights into organisational and leadership development. In that capacity, I have coached, trained, mentored, and facilitated within organisations and businesses whilst inspiring dynamic professionals to excel in their professional careers.

My passion for evolving human potential and the extraordinary results that it can deliver have helped me design a holistic and comprehensive Leadership Development coaching program that is unique in its approach. In the training field, I recognise the need for leaders to be equipped with the necessary skills to excel and be future ready in today's turbulent and dynamic working environment. My diverse experience brings an understanding of typical challenges and opportunities for executives in the corporate world.

My approach to coaching and training is highly engaging, personal, and interactive. I believe that the key to effective learning is experiential and the benefits of the coaching/training must be meaningful for the clients. One of my key strengths is my ability to connect quickly with my clients and trainees and understand their personal expectations from any program they attend.



Objectives

The benefits your management team will gain from your training are tremendous. Through this interactive training program, they will be more able to:

- Improve the individual skill levels of their team members.
- Ensure everyone in their team is operating at equally high standards.
- Understand individual strengths and weaknesses, to help shape team dynamics.
- Get to know individual work styles, to gain consensus more easily for common goals.
- Structure coaching efforts for maximum effect.
- Support their team members in their learning, enabling them to develop the skills, knowledge, and attitude necessary to successfully deliver their job responsibilities and goals.

In other words, you will be able to get the most out of your managers, so they can get the most out of their teams. And that means better employee engagement and improved productivity – desirable in any organization.

KCOM ACADEMY PRESENTS THREE EXCITING VIRTUAL WORKSHOPS IN DECEMBER 2020

REGISTRATION FORM

4 ways to register or enquire

Contact us via

1. Tel : (60)3 9102 1021
2. HP : (60)16 713 9451
3. Email : ash.sales@kcom.net.my
4. Whatsapp : <https://api.whatsapp.com/send?phone=60167139451>



Please register the following participant(s) for the event

(Please photocopy for more participants)

	Participant 1	Participant 2	Participant 3
Name (Dr / Mr / Mrs / Ms)			
Job Title			
Email Address			
Mobile			

Approving Manager			
Name	Job Title	Direct Line	Email

Registration Contact			
Name	Job Title	Direct Line	Email

Registration Contact			
Full Company Name	Nature of Business		
Billing Address			

Signature & Company Stamp

Registration Options

BND599.00 per participant

Please tick any of the corresponding boxes below to select your choice of workshop:

No of Participant(s)

- ☐ VITAL SKILLS FOR ADMINISTRATIVE PERSONNEL x ☐
DATE: 8 – 10 DECEMBER 2020
- ☐ DATA ANALYSIS USING MICROSOFT EXCEL x ☐
DATE: 14 – 15 DECEMBER 2020
- ☐ COACHING SKILLS FOR LEADERS x ☐
DATE: 16 – 17 DECEMBER 2020

Special offer is only valid if payment received before or on the program date (s)

PAYMENT TERMS

Upon sending in this registration page, participants are Considered successfully enrolled for this virtual training.

A confirmation letter and invoice will be issued with the payment method, banking details etc. Payment must be received at least three (03) working days before the training commences with proof of payment emailed to debbie@kcom.net.my or send a screenshot to +6012-6010044 for verification and record purpose.

DISCLAIMER & CANCELLATION

All information regarding course dates, trainer, fees and content are accurate at the time of posting. We will ensure that courses are conducted as advertised. However, KCOM Academy reserves the right to change the content, course dates, trainer, terms and conditions or to cancel courses *without prejudice* due to unforeseen circumstances. In such a situation the participant will be informed of the change prior to the course.

SUBSTITUTE

If the registered participant (s) fails to attend the course due to a notified reason, an alternate participant for the course can be substituted at any time with no additional charge.