



OFFICE ADMINISTRATION

BOOST YOUR ADMINISTRATIVE SKILLS IN A DAY!

1-Day Training Workshop

Would you wish for there to be no challenges at all in your work? Let's think again... if that were the case, would you be able to develop new skills, would you be geared to learn more, would you want to grow progressively in your organisation?

Challenges are meant for you to shape up and to sharpen your working skills and knowledge daily. With careful research and many years of experiences, the trainer has come up with this course to address what most office administrators, PA, Executives and Secretaries faced:

- Boredom at work
- Routine makes work dull
- No more passion No room to grow as I know it all
- Blind folded days– the too familiar attitude
- Taking for granted
- Inferior attitude that leads to no confidence
- Not wanting to share because of fear of competition

There is always a way to break through and face all these challenges positively.

In this one-day crash course, learn how to manage office relations, workload and stress, towards a more productive and conducive working environment, from an experienced and award-winning trainer who can truly say that she has *been there, done that, and excelled in every way!*

27th (Wed) March 2019

Holiday Inn Singapore
Orchard City Centre

BOOST YOUR SKILLS

To achieve
Administrative
Excellence!



with **Ms Teresa Alberto**

- ➔ Been training private and public sectors, including NGOs and colleges since 1986
- ➔ Over 32 years of work experience as a Secretary, Personal Assistant, Executive Officer, Administrative Manager and Office Manager to the CEO
- ➔ Awarded the International Training Fellow of the World by Junior Chamber International University based in USA (the highest award awarded to a trainer)

... read more on Teresa on the next page!

BONUS Gifts!!



Free 32GB Dual USB
FlashDrive for each
participant for group
registrations of three and
above only.

Highly recommended
by past course
participants!!

Developed and
organised by:



**MAXIMUS
CONNECTIONS**
empowering people with knowledge



OUR EXECUTIVE TRAINER

Ms Teresa M. Alberto is an international trainer and has been involved in training, coaching and consulting for more than 32 years with the intention to help executives, potentials and leaders advance greater heights and be achievers in life.

Teresa is passionate in inspiring lives and transforming people. Her strong beliefs are built on personal development training and discovering skills in individuals by creating positive changes. Many have described her as an inspiring, creative, courageous and motivational trainer with unique mixture of wit, wisdom and tactfulness in empowering individuals to their greater potential heights.

Today, she trains a wide range of personal development and management programs owing to her wide exposure to various industries. Since 1990 till to date, she has been training throughout Taiwan, Japan, United States, Indonesia, Philippines, Hong Kong, Macau, Singapore Malaysia, Vanuatu, Thailand, and Pakistan.

She has been awarded the International Training Fellow of the World by Junior Chamber International University based in USA (the highest award awarded to a trainer). Having captured more than 500 hours of training, Teresa is qualified to conduct the Train the Trainers' course that features the 3 stages of learning (basic, designer, and presenter).

HEAR WHAT OTHERS HAVE TO SAY ABOUT TERESA

“Teresa Alberto is a dedicated hard working trainer and is always looking to add that little bit of additional information to help the people in the group. She is motivating and encouraging with all people whether it be in her training programs or in her day to day life. I’ve worked with Teresa as a co-trainer and she is a great coach and mentor for the young trainers. I can totally recommend Teresa Alberto to give you and your staff valuable skills and motivation.”

KAREN SMYTHE
THE VIBRANT EDGE, AUSTRALIA

“Teresa is a very committed and caring trainer. She makes sure that she knows her subject very well and delivers it wholeheartedly with sheer confidence. Being creative, her training session never fails to captivate her audience.”

JANET BAYOU
CUSTOM OFFICER, SABAH

“Teresa..... trains with passion.... A trainer who leaves an undying and unforgettable good memories with the participants....and a trainer well loved by everyone.”

FULBERT VOO
SENIOR EXECUTIVE VICE PRESIDENT
JCI PHILIPPINES

HEAR WHAT PAST COURSE DELEGATES HAVE TO SAY

“Trainer is very professional and resourceful. She made the class very fun but a fruitful one. I’ve learnt a lot from her. ”

“Trainer is awesome! She is willing to share her personal experiences with her participants. She delivered her subject very well and was well-liked by participants!”

“Teresa is really an engaging trainer, love her presentation of the training and she really captivates the participants. Would love to attend other trainings that she conducts in the future!”

HOW WILL THIS COURSE BENEFIT YOU?

BY THE END OF THE COURSE YOU WILL BE ABLE TO:

- ✓ **Rekindle** passion in your work
- ✓ **Re-create** your working styles
- ✓ **Re-learn** about how to run your work more effectively and efficiently
- ✓ **Learn** new ways to control your stress moments
- ✓ **Install** the energy of ‘determination’
- ✓ **Handle** critics and gossips more positively
- ✓ **Be** more polished and professional in your work
- ✓ **Increase** your productivity
- ✓ **Understands** multitasking and be able to balance

WHO SHOULD ATTEND

ALL EMPLOYEES IN THE ORGANISATION WHO ARE INVOLVED IN OFFICE ADMINISTRATION, INCLUDING:

- Administrative Managers
- Administrative Officers / Executives
- Office / Personal / Executive Assistants
- Secretaries

PROGRAMME OUTLINE

Session 1: Maximising Time

Each of us has been given an equal share of time, not more and not less, but how do you develop the best use of time to your advantage by doing all that is required within the day's call of duty?

- Realising how, what and why we have lesser time in a day
- How to maximise our time and be more productive

Session 2: Managing Stress

Is stress good or bad? How do you handle stress to your advantage? Do we blame the environment, people around us or the work load? Could adversity be an opportunity?

- What is stress?
- Making stress our "friend"
- Understanding yourself better and your level of stress

Session 3: Creative Problem Solving

How do we tackle problems in the work place to our advantage?

How do we anticipate problems and facing them with solutions?

How do we improve the way we think in order to make full use of our intelligence and experience?

- Adapted from Edward De'Bono
- The 6 Different Thinking hats and how to use it effectively to solve problems

Session 4: Handling Human Relations and Criticisms and Gossips

Dealing with your colleagues and associates could be a very complicated and dedicated issue to handle. It may never be easy as no one likes to be criticised.

However, taking criticisms constructively could be an opportunity for you to improve. How do you handle this?

- When meeting people what we should do:
 - Handshakes
 - Conversations
- Handling difficult people- angry & 'fuzzy'
- What to do with criticisms, and taking it positively for improvement
- Office gossips- is it beneficial and can it bring productivity?

Session 5: Enhancing Your Office Roles and Responsibilities and Designing Your Future

Knowing and understanding your role as administrative officer is important, however, it is also crucial for you to be creative, positive and focused in order to stay ahead in the organisation. You are not only expected to work smart but also expected to understand the responsibilities and challenges ahead of you.

What is your goal in the organisation? Where do you stand now and where are you heading? What should you do to stay ahead? Are you dispensable in the organization? How can you be an asset?

- Refocusing and Reengineering your work
- Installing passion with gratitude
- 5 senses actively into working mode
- OS- Innovation is the KEY

Registration starts at 8.30am. Comes with breakfast, morning break, buffet lunch and afternoon break. Course will end at 5pm.

REGISTRATION CONTRACT

Please complete this form immediately and fax to
(65) 6234 2106 or scan and e-mail it to
register@maximusconnections.com

A. Delegate's details

1) Name: _____
Position: _____
Email: _____

2) Name: _____
Position: _____
Email: _____

3) Name: _____
Position: _____
Email: _____

Organisation: _____

Address 1: _____

Address 2: _____

Country: _____ Postcode: _____

Nature of Business: _____

Tel: _____ Fax: _____

B. The Invoice should be directed to (Dept)

Name: _____

Dept: _____

Tel: _____

E-mail: _____

C. Authorising Officer's details

Name: _____

Title: _____

Tel: _____

Signature: _____ Date: _____

This booking is invalid without an authorised signature.

1-Day Workshop Fee:

- S\$ 457 nett** per delegate
(Early Bird Rate, by 13th February 2019)
- S\$ 499 nett** per delegate
(for registrations after 13th February 2019)
- Group Registration** (three and above in one application):
each participant entitled to a 32GB Dual USB Flashdrive
- [Fee includes documentation, refreshment, lunch & all relevant taxes (we do not charge GST)]

A certificate of recognition will be given upon course completion.

TERMS & METHOD OF PAYMENT

An official invoice will be sent to you after receiving the registration contract. Placement is only confirmed when full payment is received within **twenty-one (21) days** from invoice date. We reserve the right to impose late payment charges. For late registrations, payment must be received prior to the course date.

1) Cheque : Made payable to
Maximus Connections
Send it to:
Maximus Connections (Payment 383),
9 Bishan Street 15 #31-18 Singapore 573909

2) Bank : DBS Bank, Singapore
Current Account Number: **070-900872-0**
(Quoting your Company Name and "P383" as reference)

CANCELLATIONS & SUBSTITUTIONS

All cancellations of registration must be notified in writing. If cancellation by 6th March 2019, you will be entitled to a 50% refund. Regrettably, no refund will be given for cancellation after 6th March 2019. However, a complete set of documentation will be sent to you. Substitutions are welcomed at any time before 20th March 2019 with formal notification in writing.

NOTE

It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. Maximus Connections will not be held liable for any costs arising from this change.

HOTEL ACCOMMODATION

Accommodation is not included in the fees. If you need accommodation at the workshop venue, kindly contact Holiday Inn Singapore Orchard City Centre, 11 Cavenagh Road, Singapore 229616, Tel (65) 6733 8333. Or visit www.holidayinn.com/sin-orchard

REGISTER NOW

Contact **Mr Ryan Loh**
Tel: (65) 6451 7698, Fax: (65) 6234 2106
Email: register@maximusconnections.com
www.maximusconnections.com (Regn No: 53113082K)