

A woman wearing a grey hijab and a light-colored top is smiling while looking at a tablet computer. She is seated, and the background is a blurred indoor setting with a window. The image is partially covered by a dark blue triangle in the top right and a purple triangle in the bottom left.

EXECUTIVE SECRETARY & EFFECTIVE ADMINISTRATIVE MANAGEMENT SKILLS

18 JULY 2023

OVERVIEW

Administrative and secretarial professionals contribute in innumerable ways to company's well-being and success. They are no longer just handling administrative and correspondence but are participating as management team members.

The Executive Secretary and Effective Administrative Skills is an exciting and interactive training which is designed for office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants. The programme will provide participants the opportunity to review and develop the needed interpersonal and professional skills to bring out their best qualities and do their jobs effectively - thereby contributing to their own, their boss' and their organisation's well-being.

Planning, organising and coordinating the workflow is an important function of current administrative professionals. Beyond this, they are also significantly positive and have strong initiatives; capable of carrying out responsibilities beyond their normal scope of duties and potentially stepping into an executive position; and are constantly upgrading themselves.



OBJECTIVES



DEVELOP

open perspectives to view change as part of life and for organisational growth and well-being;



INCREASE

and develop the functional value of a modern multi skilled administrative personnel in today's workplace;



PRACTICE

key techniques to become more assertive at the workplace;



ENHANCE

your interpersonal communication and relationship with bosses, peers and others; and



APPLY

time management techniques necessary for optimum office productivity.

METHODOLOGY



Face-to-face training

WHO IS THIS PROGRAMME FOR?

This programme is suitable for:

- Executive Secretaries;
- Administrators;
- Assistants;
- Supervisors of junior - level employees; and
- Any individuals who are looking to enhance their interpersonal and professional skills to effectively perform their daily tasks.

PROGRAMME DETAILS

Date	Time
18 July 2023	8:30 am – 12:00 pm 1:30 pm – 5:00 pm

***Subject to change

Please refer to www.bilif.com.bn for the latest updates***

PROGRAMME OUTLINE

Module 1	Increasing Your Functional Value as a Modern Multi-skilled Administrative Personnel
Module 2	Handling Change
Module 3	Working Towards Better Workplace Interpersonal Communication
Module 4	Assertive Communication Skills for the Workplace
Module 5	Identify Your Personality Style
Module 6	Working Smarter: Staying Organised and Managing Workload
Module 7	Customer Perception: Making a Good Impression

Read why people love this programme!

Rated:



Fun, Interactive
and Useful!



I found the whole training very
relatable in the ways to improve
competency, secretarial
work performance
and productivity.



Greatest training
I've ever had! Give
more training like
this in the future.



Entertaining & Fun.



Informative and
interactive.



PROGRAMME LEADER

SHEENA CHAHIL

Sheena actively conducts training on areas of personnel development such as office management and administrative skills, effective business communication, boosting self confidence & self esteem, as well as positive work attitudes. As such, she keeps herself updated on the trends in office administration and essential insights into changes within the office administrative profession.

Her extensive exposure in the service industry has also enabled her to train others on customer care, hospitality image and other customer services related workshops. She has acquired her training in Customer Service from the International Air Transport Association - IATA Singapore.

Among her satisfied clients are organisations such as Maybank, Public Investment Bank, BHP Billiton, TNS Worldpanel, Sunway Group, DaimlerChrysler, Maxis Mobile, Celcom, Kuwait Finance House, Telekom Malaysia, British American Tobacco, Intel Singapore, Asia Business Forum Singapore, DRB Hicom, CIMB Bank, Chevron Malaysia Ltd, Tractors Malaysia, Great Eastern Life Assurance, UMW Toyota, Securities Commission, Western Digital and Petronas Group of Companies.

She is also a popular speaker at seminars and symposiums both in Malaysia and its neighbours. Sheena specialises in conducting presentations on topics related to image building, business etiquette and corporate communications. She has been featured on some of Malaysia's television programs, magazines and newspapers. Apart from that, she also contributes articles to some of the local magazines and newspapers on a regular basis.

EXECUTIVE SECRETARY & EFFECTIVE ADMINISTRATIVE MANAGEMENT SKILLS

18 July 2023



To apply for the programme, please email your completed form to askseed@bilif.com.bn by 19 June 2023

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$700.00	<input type="checkbox"/> \$800.00

By completing and signing this form, you hereby agree to the terms and conditions below:

Full Name:	<input type="text"/>	IC Number:	<input type="text"/>
Position:	<input type="text"/>	Department:	<input type="text"/>
E-mail:	<input type="text"/>	Phone:	<input type="text"/>

Full Name:	<input type="text"/>	IC Number:	<input type="text"/>
Position:	<input type="text"/>	Department:	<input type="text"/>
E-mail:	<input type="text"/>	Phone:	<input type="text"/>

Full Name:	<input type="text"/>	IC Number:	<input type="text"/>
Position:	<input type="text"/>	Department:	<input type="text"/>
E-mail:	<input type="text"/>	Phone:	<input type="text"/>

APPROVING OFFICER

Name:	<input type="text"/>	Email:	<input type="text"/>
Position:	<input type="text"/>	Department:	<input type="text"/>

Please email the invoice to:

Signature and Company's Stamp

Terms and conditions:

Cancellation Policy:

- All cancellation must be submitted to BILIF in writing either by letter or email.
- Any cancellation received 30 days or more prior to the training date will incur a cancellation fee of 10% of the programme fee.
- Cancellation received 8 - 14 days to the training date will incur a cancellation fee of 50% of the programme fee.
- Cancellation of registrations received 7 days or less from the date of training or if the delegate fails to attend the training, he/she will be considered as 'no show' and is subjected to 100% of the programme fee.
- BILIF welcomes and accepts replacement of participants up until a day before the training commences.

Other terms:

- Participants must complete all scheduled sessions and activities for them to receive the certificate of attendance/ completion.
- Payment must be made upon receipt of invoice issued by BILIF.
- BILIF reserves the right to amend, change or cancel the programme at any given time. We will immediately notify participants and organisations if any such changes are to be made.

ABOUT BRUNEI INSTITUTE OF LEADERSHIP AND ISLAMIC FINANCE

Brunei Institute of Leadership & Islamic Finance (BILIF) was established in 2010 as the Centre of Excellence for the finance industry in Brunei Darussalam, providing high-quality learning solutions, including signature and collaborative events for human capacity development in the areas of Islamic finance and leadership. Under the purview of Brunei Darussalam Central Bank (BDCB), BILIF plays a fundamental role in Pillar 5 of Brunei Darussalam Financial Sector Blueprint 2016-2025 in raising financial industry standards especially in the areas of Islamic finance. All of our programmes are accredited by Brunei Darussalam National Accreditation Council as Value Added Qualifications. Appointed by BDCB, BILIF is the official licensing examination centre for Financial Planning Practitioners' Programme (FPPP) and Qualifying Examination for Insurance/Takaful Agents (QEFITA). BILIF is also the official examination centre for all examinations under Chartered Institute for Securities & Investment (CISI), UK; Chartered Bankers Institute (CBI), UK; International Compliance Association (ICA) and The Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI), Bahrain.

Over the past 10 years, BILIF has forged strategic partnerships with local and international organisations enabling us to bring professional programmes, expertise and opportunities to shape future leaders, experts and innovators in the areas of Islamic finance and leadership. More recently, BILIF has also established partnerships with Bahrain Institute of Banking and Finance (BIBF) and The London Institute of Banking & Finance (LIBF), both with the objective of bringing more quality learning opportunities for our participants in the areas of banking and finance. BILIF has been honoured with multiple international awards and accolades: The "Best Emerging Islamic Finance Training Institution – Brunei 2021" from the International Finance Awards 2022, "Best Islamic Finance Education & Training Brunei 2021" from the Global Banking & Finance Awards®, "Global Good Governance (3G) Human Resource Development Award 2022" received at the 7th Annual 3G Awards Ceremony and GIFA Excellence Award (Islamic Finance Training & Education) in 2022; The GIFA Excellence Award (Islamic Finance Training and Education) 2021 at the 11th Global Islamic Finance Awards (GIFA), the Award for "Contribution to Organisation" at the Asia HRD Awards in 2021; and the GIFA Excellence Award (Islamic Finance Training and Education) in 2019.

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Events

687

Programmes
and Examinations

15,300+

Participants

INTERNATIONAL AWARD WINNING INSTITUTE





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for any enquiries

askSEED@bilif.com.bn

*Alternatively, you can also whatsApp us at
+673 8271140 to learn more about our offerings*