

Etiquette Skills & Art of Dealing With the Public for Office Managers

Date	Venues	(\$) Fees	Book your seat
14 Dec -18 Dec 2025	Kuala Lumpur	3499	Register Now

Course Overview

- 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 and rule of etiquette to deal with awkward situations

Course Objective

- 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

Who Should Attend?

Secretaries and office managers

Course Outline

1. Secretary's behavior and responsibilities
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 languages and etiquette: greetings, introduction, socializing hand-shaking and exchange of presents and wreath

Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities

- Case Studies
- Workshops
- Games & Role plays