



The 26th Malaysian Secretaries' Conference 2009

Date : 7 & 8 April 2009

Venue : The Prince Hotel & Residence, Kuala Lumpur

"Expanding Horizons – Making a Difference – Being Recognized"

DAY 1 – 7th April 2009

- 8.00 am Registration
- 9.00 am **Effective Secretaries make Effective CEOs**
 ~ How to get ideas through to your boss
 ~ Nurturing the partnership of mutual needs
 ~ Importance of planning & strategizing with your boss
 ~ Achieve breakthrough decisions for you, your boss & your company
- 9.30 am Tea Break
- 10.00 am **The Importance of Self-Vision for Career Success**
 ~ Set your personal self-vision for a successful life
 ~ Turn your job into a super career success
 ~ Manage money risks – the ultimate tool for financial freedom
 ~ Using the power of effective networking
- 11.00 am **Celebrating Diversity in Your Workplace**
 ~ What is culture
 ~ How we view the world based on our cultural background
 ~ How culture affects teamwork and working relationships in an organization
 ~ Working in a multi cultural organization – the impact on secretaries
- 12.00 pm Lunch Break
- 1.00 pm **How to use Humour Effectively to improve your working relationship at work as well as at home!**
 ~ Have sense of humour is learned, not inherited
 ~ Ways to sharpen your sense of humour
 ~ Use humour to neutralize conflict in your relationships
 ~ Learn to laugh at yourself. If you don't, you leave the job to others.
- 2.00 pm **Developing a Healthy Lifestyle for a Healthier You**
 ~ Invest early in your health
 ~ Identify good stress and bad stress and know your limits
 ~ Evidenced medicine vs commercially driven remedies
 ~ Optimize opportunities for well balanced well-being
- 3.00 pm **Walking Tall : The Journey to Success**
- 4.00 pm Tea Break
- 4.30 pm A Stroll through The Pavilion – Your Ultimate Stress Reliever
- 5.30 pm End of Day 1

DAY 2 – 8th April 2009

- 8.30 am Registration
- 9.00 am **The Fundamental Principles of Communication for Secretaries**
 ~ Ten communication principles your must know
 ~ Empathetic Listening
 ~ Understanding people's reason
 ~ The "Yes-able" proposition
- 10.00 am Tea Break
- 10.30 am **Enhance your Corporate Image with your Voice**
 ~ Your language and what it says about you
 ~ Finding your professional voice
 ~ Speaking with a smile
 ~ How to use stress and tone to enhance your message
 ~ Essential telephone etiquette in fast-paced environments
- 11.30 am **How to have your Job, Family, Friends & your Figure too!**
 ~ Rescue Yourself First in Order to Rescue Others
 ~ She is not Lazy, She is Unmotivated
 ~ Different Women, Different Shapes
 ~ Don't Try to Get Fit Other People's Way
- 12.30 pm **SECRETARIES' RECOGNITION LUNCHEON**
 ~ Officiated by invited VIP
 ~ Presentation of Secretary of the Year Award 2009 based on the criteria of competency, creativity, commitment & making that difference in your organization
- 3.00 pm **Positive Thinking through NLP**
 ~ Transform your emotion & stress into performance & productivity
 ~ Explore new options and learn to recognize and overcome unproductive thoughts, patterns, and behaviors in a positive way
 ~ Build positive attitudes and personalities
- 4.00 pm **Finding The Inner Strength Within You**
- 5.00 pm Tea Break
- 5.15 pm Closing Ceremony
- 5.30 pm End of Conference

CONFERENCE

**The Conference Programme is subjected to change without prior notice*

9 April 2009

The I-Factor : Winning Image for Successful Secretaries
 By Careen See

WORKSHOP

In today's fast paced business world, impressions regarding competence and character are formed within seconds. Your appearance speaks volume about who you are. You are your most visual, your most important asset.

This workshop is designed to acquaint participants with the changing role of Secretaries/Executive Assistants/Personal Assistants. It will ensure all participants receive the skills and knowledge necessary to ensure that their personal or professional image does not undermine the effectiveness of their commercial efforts. It will help them to have the power and confidence when dealing with people and to STAND OUT FROM THE REST.

The workshop provides a well-researched and complete one day high impact learning opportunity to help you achieve the following learning objectives.

At the end of the secretaries will be able to :

- ~ Confidently present themselves professionally
- ~ Dress for Success with the right colours
- ~ Projecting the right image to align with the corporate image
- ~ Master conversations and building rapport
- ~ Introduce yourself and others with confidence
- ~ Connecting people in less than 90 seconds
- ~ Create awareness to set goals for their personal development