

Hear What Others have to say of Mary's Training

- "The content and experience of the speaker on the topics delivered were superb!"- **Proton Holdings**
- "Mary's workshop has lots of interesting exercises and games"- **Perodua**
- "This event was extremely motivating"- **Goodway Rubber**
- "Team building sessions were really good!"- **The Sunway Group**
- "Workshop leader is knowledgeable on the topics covered and a very interesting personality too!"- **Bank Negara**

Feedback from the Most Recent SAAP Masterclasses in Singapore by Mary

- "Mary gave a lot of examples related to the course. A very humorous trainer, bring a lot of laughter in the class." - **Low Chwee Tee, Personal Assistant**
- "I enjoy most the engaging delivery and practical session / activities." - **Pauline Yap, Administrator**
- "Mary keeps the session very lively & cheerful." - **Thilaga, Executive Assistant**
- "Content of the course is very good." - **Rasyidah, Executive Assistant**
- "The activities were very engaging and we can relate to the subject." - **Imelda Sng, Executive Assistant**
- "A lot of interaction, team work and mixture of useful activities with work related purposes." - **Sharon Seet, Executive**
- "Mary is very humorous and makes the class very 'alive'." - **Rebecca Ho, Executive Assistant**

EVENTS AT A GLANCE

Event	Code	Title	Date	With
Masterclass A	MA	The Making of a Super Admin / Office Professional	4 Nov 2008	Mary Bernard Joseph
Masterclass B	MB	Empowering your Communication & Interpersonal Skills	5 Nov 2008	Mary Bernard Joseph
Masterclass C	MC	Effective Time Management Techniques for Improving Work and Task Performance	6 Nov 2008	Mary Bernard Joseph
Masterclass D	MD	Enhancing your Telephone Skills and Etiquettes	7 Nov 2008	Mary Bernard Joseph

Code	Event	Date	Fees (Nett Per person)
Attending 1 event only 1 masterclass	A, B, C or D	4 / 5 / 6 / 7 Nov 2008	S\$495
Attending 2 events 2 masterclasses	A, B, C or D	4 / 5 / 6 / 7 Nov 2008	S\$940 (save S\$50)
Attending 3 events 3 masterclasses	A, B, C or D	4 / 5 / 6 / 7 Nov 2008	S\$1,385 (save S\$100)
Attending 4 events 4 masterclasses	A, B, C and D	4 - 7 Nov 2008	S\$1,830 (save S\$150)

Group discounts are available when you register at least a team of 3 people and above per organisation. Call us at +65-6288 1273 or email us at for more details.

Yes, please register me / us for

Name of Delegates	Designation	Email	Choice of Event(s) Please tick
1. _____	_____	_____	<input type="checkbox"/> MA <input type="checkbox"/> MB <input type="checkbox"/> MC <input type="checkbox"/> MD
2. _____	_____	_____	<input type="checkbox"/> MA <input type="checkbox"/> MB <input type="checkbox"/> MC <input type="checkbox"/> MD
3. _____	_____	_____	<input type="checkbox"/> MA <input type="checkbox"/> MB <input type="checkbox"/> MC <input type="checkbox"/> MD
4. _____	_____	_____	<input type="checkbox"/> MA <input type="checkbox"/> MB <input type="checkbox"/> MC <input type="checkbox"/> MD
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Masterclasses for Secretaries & Admin Professionals



SAAP

2 0 0 8

4 - 7 Nov 2008, Furama Riverfront Singapore

A Special Invitation

to all Secretaries,
Admin and Office
Professionals,
Personal and
Executive Assistants:



Nurturing Yourself and Enhancing Your Personal and Professional Value

Gone are the days in which Secretaries, admin and office professionals play only a supporting role. With the dynamic changes happening at the workplace, there is greater demand on you and it is becoming obvious that many of your job responsibilities and job scope have increased tremendously.

Other than the need to excel in your daily routine work, you would need to be equipped with effective general office management skills, supervisory skills and communication skills. You need to step up, develop, grow and nurture yourself for a strategic transformation and be ready to embrace your future.

SAAP 2008 consists a series of stimulating, uplifting, engaging and practical masterclasses (all bookable separately) that have been specially designed to equip you with real work skills for real professionals like yourselves. If you are looking at increasing your competence, achieving greater influence, building up your own personal and professional value, and enhancing your career, SAAP 2008 is a must attend event for you!



Here are the Exciting Events At A Glance:

Masterclass A: The Making of a Super Admin / Office Professional <i>By Mary Joseph Bernard</i>	4 Nov 2008
Masterclass B: Empowering your Communication and Interpersonal Skills <i>By Mary Joseph Bernard</i>	5 Nov 2008
Masterclass C: Effective Time and Task Management Techniques for Improving Work Performance <i>By Mary Joseph Bernard</i>	6 Nov 2008
Masterclass D: Enhancing your Telephone Skills and Etiquettes <i>By Mary Joseph Bernard</i>	7 Nov 2008

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WOMEN'S REGISTER

A Project of the
 Singapore Council of Women's Organisations (SCWO)

SBPWA
 Singapore Business & Professional
 Women's Association

The Making Of A Super Admin / Office Professional - 4 Nov 2008

Inspiration Vs Perspiration

- Building your self-confidence to ensure success in your career
- Attitude and its role in Success
- The power of the mind: changing the way your mind focuses on things to create a new way of self confident thinking & developing a success spiral
- Displaying high energy level

There is nothing you cannot be. Nothing you cannot do. There is nothing you cannot have! Once you learn the simple principles of mastering a positive attitude, all that you want, you will have.

Session Objective:

1. At the end of the above session the participants will understand that ATTITUDE is the first step in going forward towards excellent performance.

Soaring Towards Excellence in Daily Routine Tasks

Despite the fact that a lot of organisation still harbour outdated management styles - the fact remain that your boss can either make or break you. Therefore, find ways and means of working effectively with him/her to make end results in your favour. This will ultimately change general perceptions that you are so much more than "just" a secretary or admin / office professional.

- Improving work procedures
- Expediting the Paperwork Process
- Eliminating Interference
- Managing Conflict in your workplace
- Improving Work flow by Changing office layout
- Effectively Handling Work Overload
- Working towards efficiency through use of Technology

Empowering Your Communication And Interpersonal Skills - 5 Nov 2008

No matter how hard you work or how competent you are, if you cannot communicate and get along well with the people you work with, be it your colleagues, bosses or customers, you would have a hard time at work and your professional life would suffer.

The ability to communicate and relate well with others is one of the key criteria to having a successful and happy career.

If you are looking at how you can empower your communication and interpersonal skills and discover how equipping yourself with these essential skills can enable you to:

- Get your message across clearly in the right way;
- Avoid unnecessary conflicts and misunderstandings at work;
- Increase your ability to influence and negotiate for positive outcomes
- Work harmoniously with your colleagues and superiors;
- Gain trust and respect from your co-workers; and
- Enjoy workplace and professional success ...

Join us in this practical masterclass now!

Understanding Attitude & Self Awareness

- Behaviour and how it helps or hinders communication
- Attitudes and how they influence behaviour
- Changing negative to positive thinking
- The value of openness and team-working

Be an Effective and Authentic Communicator

- Master the art of communication for a successful and happy workplace
- Master the fundamentals of communicating with diplomacy and influence when dealing with senior management
- Negotiating skills for win-win results
- Influencing skills for positive outcomes

Masterclass A

By Mary Joseph Bernard

Session Objectives:

1. The above session will enable participants to embrace a work culture that would help in increasing productivity through utilizing the above 5 steps.
2. The participants will be requested to suggest office re-layout and explain how new layout would increase efficiency.
3. This practical session enables you to manage your emotions, stand your ground & earn respect and also find a win-win scenario in any conflict resolutions.

Developing General Planning Skills

- Understanding your organisation's strategic vision
- Developing action plans to support your organisational strategic vision
- Preparing Long Range Plans
- Establishing Goals
- Making Plans that are realistic and workable

Session Objectives:

1. The participants will be able to have an end in mind and understand its importance before embarking on a job.
2. Have the skills of setting goals that are aligned to the organisational vision.
3. Develop ability to break job into tasks and have measurements and meeting deadlines effectively

How to Establish Trust and Integrity

- Using Honest communication to enhance Integrity
- Making realistic promises - builds trust
- Working with confidential and private information

Session Objectives:

1. How to develop uncompromising integrity
2. Advantage of working in an environment which is filled with trust.

Masterclass B

By Mary Joseph Bernard

Communicate to Care

- Setting the Tone
- Exhibit a Desire to hear/help
- Acknowledge feelings
- Accept responsibility

Improving performance through listening and Feedback

- The Anatomy of communication
- The winning formula

Building Rapport & Gaining Trust

- Positive and negative indicators
- Advantage of gaining trust
- Ways of developing trust

Receiving and Giving Feedback

- Four types of feedback
- Guidelines of giving and receiving feedback
- Feedback situations
- Guidelines for dealing with defensive behaviour
- Positive and constructive feedback skills

Creating Winning Partnerships at Work

- Understanding and managing different and difficult personality styles
- Recognising supervisor, client and customer styles
- Partnership with supervisors and co-workers

The Way Forward – Planning and Embracing Your Future

- The greatest challenge is how would you implement what you have learned
- How would the tools and techniques that you have learned help you do your job differently
- Develop a personal action plan that will incorporate your new knowledge and skills
- Learn how to make it a reality when you are back at work

Effective Time And Task Management Techniques For Improving Work Performance - 6 Nov 2008

Effective time management skills and techniques are crucial for effective secretaries, executives, admin and office professionals. When you manage your time well, you can take control of your workload, minimise work stress and optimise work performance even under stressful situations.

Do you feel:

- Overwhelmed or even stressed out at the amount of workload you have?
- You are always kept busy yet could achieve very little?
- You have many deadlines to meet and are constantly being chased to get work done?
- You have often wasted precious time, repeating the same task again and again due to unclear communication?
- You always have to fire-fight and have little time to do the important tasks?

If you have answered 'Yes' to any of the above questions, then this masterclass is for you. Join us in this practical masterclass and you would know how to:

- Develop 'positive thinking' to implement time management
- Discover effective and proven tools of managing time better
- Learn how to deal with procrastination and understand what you can realistically accomplish with your time (without working overtime)
- Allocate sufficient time for important tasks you must do
- Minimise stress by learning how to say 'no' positive and effectively
- Get it right the first time through effective communication
- Most of all, take control of your time, workload and really enjoy

Back to Basics for Improvement

- Attitude and its importance
- Mental barriers
- Focus on results, not on being busy
- Motivation and time management
- Creativity in time management your work

Enhancing your Telephone Skills and Etiquettes - 7 Nov 2008

To many, answering and managing telephone calls is just a simple task. Yet this is seemingly easy task is often undermined and neglected.

Have you ever stopped to think that that you may be the first point of contact that your external customers have with your organisation? Your customers would form the first impression that have of your organisation from the way you sound, speak and answer queries. Would their first impression be a positive or negative one? Would they detect a friendly smile or a hostile grunt behind the phone line? What kind of image are you portraying for yourself and your organisation?

This masterclass has been specially designed to help you how to handle the simple yet important task of managing telephone calls - mostly importantly the caller's impression of you and your organisation.

What Image do we Portray?

- Importance of first impressions from the caller's standpoint
- Giving callers the wrong impression
- Challenges of communicating by phone
- How are we perceived by internal and external customers?
- What service do we provide and how can we improve this?

About Mary Bernard

Mary Bernard is an International trainer and change consultant with over 20 years of corporate experience in East and West Malaysia, India, Philippines, Hong Kong and Korea. She empowers people and organisations to become creative positive thinkers committed to achieving their companies' growth plan.

Mary has a proven track record both in designing and delivering training programmes for soft skills and managerial skills. She has been a training officer for six years for a department of 1000 employees where her responsibilities were to train 12 direct instructors to run their specific operations. She is frequently sought after to coach secretaries and administrative assistants to optimise their leadership and management capabilities. She is frequently commissioned to assist executive secretaries to equip themselves with comprehensive grounding in language, skills and techniques required to handle their daily tasks effectively and efficiently.

Mary holds Masters in Human Resource Management from the University of Hawaii, USA. She is also a qualified Instructional Systems Designer, a certified trainer from Motorola and holds a Certificate of Executive Secretaryship from the Institute of Administrative Office Management, U.K.

Mary brings with her a reputation as a skilled, imaginative and energetic trainer, who as well as being able to transfer skills, offers new insight into leadership and management strategies. Mary has an impressive portfolio of clients including Texas Instrument, Colgate Palmolive, Bolton Properties, KLGCC, Sincere Technology, Putra Perdana Properties, Glaxo Smith Kline, Malaysian Helicopters Bhd, Perwaja Steel and Motorola. She has done extensive work in Asia.

Masterclass C

By Mary Joseph Bernard

Guide to Better Time Management

- Defining your role and purpose
- Discussing and planning your workload with your superiors
- Allocating time for specific roles and planning for the 'unexpected'
- Measure - Tools for managing time and tasks
- Planning your time and managing your commitments well
- Making the best use of available time
- Setting deadline for your work
- Organising your activities

Communication in Time Management

- Saying what you mean!
- Avoiding over-commitment
- Taking control of meetings - 'Go - No Go'
- Time effective emails

Winning Fight Against Procrastination

- Definition and causes of procrastination
- Identifying the real reasons for procrastination
- How to avoid procrastination

Beating Interruptions Due to Distractions

- Areas of distraction
- Managing interruptions
- Discovering time savers and time wasters
- Maintaining focus for tasks at hand

Masterclass D

By Mary Joseph Bernard

Communication on the Telephone

- How do we communicate with others?
- Using the telephone as a communication tool
- The barriers to communication
- Verbal body language, tone of voice
- Creating rapport and building relationships
- Questioning and listening skills

Important Tips on Telephone Etiquettes

- The importance of phone etiquettes
- Screening calls
- Transferring calls
- Taking phone messages

Managing Difficult People and Situations

- Understanding what the caller wants
- Managing emotions
- How to cope with demanding customers without offending them
- Closing calls professionally and effectively

Teaching Methodology for SAAP Masterclasses

To ensure that there is real transfer of learning from classrooms to workplace, our series of SAAP masterclasses are highly interactive, engaging and participation-driven. There will interesting and impactful exercises, lively group discussions and sharing of insightful case studies and examples.