



CLERICAL EXCELLENCE SKILLS DEVELOPMENT

Monday - Tuesday

26 - 27 July 2010

Kuala Lumpur

INSTITUT BANK-BANK MALAYSIA

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Upon completing of the programme, participants will be able to:

- understand the new roles and challenges of clerical staff
- understand how employees are an important asset in an organisation
- apply the skills and knowledge acquired in daily work
- understand the importance of teamwork for greater success

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- The Clerical Profession Today - Roles and Responsibilities
- Information Technology and Administration
- Record Management and Filing Systems
- Developing a Positive Work Attitude
- Interpersonal Communication

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Clerical staff and anyone who wishes to develop and improve his clerical skills and knowledge

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Lectures, personal interaction, group discussion, individual work, group work and presentations, role-plays and indoor games.

Shaliza is an Associate Consultant with several well-established training providers. Her services are much sought-after due to her knowledge, experience, skills, commitment and warmth personality.

Armed with 18 years, working experience, which includes customer service, public relations, marketing and sales, management and corporate communications, and supported with concrete, and practical experience, she has conducted extensive training for various government departments and corporations in the last 5 years. She has a highly energetic style of presentation that encourages active participation and sustains participants' interest. Her philosophy of "Communication Quality Determines Quality Relationships" has become an effective approach for her training programmes particularly the Communications and Personal Development Programmes. Her training forte include motivation, leadership, coaching, customer service, presentation & public speaking skills, supervisory skills, interpersonal skills, managing change, corporate culture, personal development and people management.

Shaliza graduated from Wichita State University, Kansas, USA with a BBA (Management) degree. She also holds a Master Degree in Corporate Communication from UPM.

Date	Monday – Tuesday, 26 – 27 July 2010
Time	9.00 a.m. – 5.00 p.m.
Venue	Institut Bank-Bank Malaysia Wisma IBI, 5 Jalan Semantan Damansara Heights 50490 Kuala Lumpur
Attire	Office wear
Fee	STF Member : RM850 IBBM Member: RM1,450 Non-Member : RM2,000 The above fee includes programme materials, meals and refreshments.
	Payment of fees must be made BEFORE the commencement of the programme.
	This programme qualifies for double tax deduction.
Closing date	Monday, 19 July 2010
Enquiries	Kindly contact Wani/Nizam at 03-2095 8922 (ext. 174/144).
Nominations	Participation is limited to 20 persons on a first-come first-served basis. IBBM reserves the right to decline any nomination, without the obligation of providing any reason. Confirmation of participation is by way of official notification from the Institute.
Kindly address nomination form(s) to	The Executive (Learning Solution3) Institut Bank-Bank Malaysia Wisma IBI, 5 Jalan Semantan Damansara Heights 50490 Kuala Lumpur Fax : 03-2095 7822 Email : lead@ibbm.org.my
Commitment To the programme	The intensive nature of IBBM programmes requires the participants' full undivided attention and attendance at all sessions. Participants should be free of their professional obligations for the duration of the programme.

Notice of withdrawal:

Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. The Institute accepts replacement(s), which must be made in writing, prior to the programme's commencement date. However, no substitution of participant(s) will be allowed for the duration of the programme. The Institute reserves the right to make changes to the schedules, venue or cancel the event altogether.

**REGISTRATION FORM****CLERICAL EXCELLENCE SKILLS DEVELOPMENT****26 – 27 July 2010**

Please register the following participant(s) for the above programme.

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Name & Signature of Nominating Officer (Please stamp)

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Name & Address of Nominating Organisation (Please stamp)

FEE

Please make bank draft/cheque payable to **INSTITUT BANK-BANK MALAYSIA..** Payment of fees must be made **BEFORE** the commencement of the programme.

Bank Draft/Cheque No
RM

PARTICIPANT 1												
Name												
New NRIC No. (Mandatory)								-				
Individual Membership No. (if any)												
Designation and Department												
Email												
Telephone												
Fax												
PARTICIPANT 2												
Name												
New NRIC No. (Mandatory)								-				
Individual Membership No. (if any)												
Designation and Department												
Email												
Telephone												
Fax												

CONTACT PERSON	
Name	
Name of Organisation	
Address of Organisation	
Email	
Telephone	
Fax	

Please photocopy for additional participants.

Please complete and return this form to the Institute before 19 July 2010