



OFFICE MANAGEMENT for CONSTRUCTION INDUSTRY

systematic and efficient way of managing your main office & site office

CIDB

www.zohlgroup.com

COURSE CODE: NT-MG-02

LEVEL: Basic

LANGUAGE: Bahasa & English

INTRODUCTION

To manage an office effectively (be it main office or project site office) you need to first manage yourself, and then manage your time, tasks, and others in order to achieve maximum success. This course will help increase your motivation and confidence through understanding of principles and best practices of successful office management.

You will learn to prioritise, plan, and solve problems not just to get your work done on time, but to have continuous improvement in productivity. You will learn to communicate more confidently in public, meetings, and with all levels of staff and key project stakeholders, including managing difficult behaviours. Finally you will gain self management skills which will help you to cope with stress, keep a 'can do' positive attitude, and enjoy your job each day no matter what the challenges are.

OBJECTIVES

At the end of this training, the participants will be able to:

- Learn what is required of you to support your project team and project manager more effectively
- Learn how to effectively provide administrative support for projects
- Learn how to manage and organise small events and meetings
- Learn how to effectively manage, source and negotiate with customers, suppliers and sub-contractors
- Learn how to handle confrontation and difficult situations with all project stakeholders
- Learn how to plan and prioritise your workload so as to support project team

COURSE FEATURES

This course will feature:

- Best practices for managing your daily responsibilities to achieve maximum output and success.
- Best practices for streamlining your workflow and office environment (main office and project site office).
- Best practices for communicating effectively and assertively at all levels, especially, with staff at project management office
- Best practices for releasing your personal potential, increasing self-discipline & self-awareness.
- Best practices for creative thinking, problem solving, planning, and decision making.

COURSE DURATION

2 days (9am—5pm) | Tea Breaks: 10:30am & 3:30pm. | Lunch: 1:00pm-2:00pm | **Note:** Please contact our office for Training Date or visit our website for details

METHODOLOGY

Experiential based workshop | Highly interactive | Games | Role play | Brainstorming | Case studies | Videos

TARGET AUDIENCE

In particular, this group of staff is recommended: Office Administrators, Secretaries, Personal Assistant, New Project Managers, Project Executives, Project Clerks, Site Supervisors

LOCATION

Mindset Discovery Center™@ZOHL, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

COURSE CONTENT

Contributing to your team/departments success

- Your role and responsibilities in the company
- Defining your own and your teams objectives
- Understanding your team, and working with their strengths and weaknesses
- Building strong relationships with your project manager and project team
- Basics of supervising when managing an office whether at the main office or site office

Managing Suppliers and Office Logistics

- Understanding Service Level Agreement (SLA) terminology
- Basic negotiation skills used when sourcing and dealing with suppliers and sub-contractors
- The importance of project stock & inventory control
- Managing travel arrangements of all key stakeholders

Providing administrative support for projects

- Define what constitutes a project
- Your role in a project and how you can maximise the admin support you provide
- Systems and documents used to manage a project
- Your central communication role – keeping the project manager and project participants informed about deadlines

Organising small events and meetings

- Your role and responsibilities as events organiser
- Budgeting, planning and setting deadlines
- Your event planning checklist (for both main and site offices)

Resolving conflict and dealing with difficult people

- Understanding the five styles of conflict
- Tools to help deal with conflict and office politics

Managing your time

- Planning your day – setting realistic deadlines
- Meeting the needs and demands of more than one person
- Identifying and avoiding 'time-wasters'
- Using your in box as a planning tool

Filing Systems

- Knowing the difference between main office and site office filing systems
- Important things to know about filing
- How to set up a filing system
- Filing procedure, maintenance and safety
- Electronic filing
- Security and confidentiality issues
- Database and records management

Customized In-House Training Program is available in the following areas:

Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | IT

CALL US FOR DETAILS or VISIT OUR WEBSITE AT WWW.ZOHLGROUP.COM

Sebarang pertanyaan sila hubungi Cik Niesa

ZOHL Consultancy Sdn Bhd (332967-D) (SST ID: W10-1810-32000429)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: plbk@zohlgroup.com





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INVESTMENT

Peninsular Malaysia

- **With Green Card: RM530.00** per person incl. 6% SST
- **Without Green Card: RM636.00** per person incl. 6% SST

Sabah & Sarawak

- **With Green Card: RM636.00** per person incl. 6% SST
- **Without Green Card: RM742.00** per person incl. 6% SST

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

CIDB CCD Points

Requested: 20 (for CIDB-Registered Companies)

REGISTRATION METHOD

1. Online: www.zohlgroupp.com/cidb_registration/ OR
2. Download this brochure at <http://zohlgroupp.com/all-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279.9276 / 013.206.1038

FACILITATOR

Alauddin Bin Razali



Education:

- Engineering major from HMAS Nirimba, NSW, Sydney, Australia
- Royal Australian Navy: Nuclear, Biological, Chemical & Damage control Course
- BPMB: Executive Bumiputra Entrepreneur

Experience:

- Over 23 years of experience
- Business Coach, Consultant, Master Trainer and Training Provider/Facilitator
- Primary responsibilities included business turn-around, entrepreneur development in management, marketing, selling, communication and upgrading personal soft skills and working skills for staff including government and private companies.

*Note: Trainer availability is subject to change



REGISTRATION FORM

Participant : _____

Position : _____

IC No: _____

Note: please duplicate this page for multiple participants' registrations

Green Card No: _____ (only if it is applicable)

CIDB Grade G : _____ (only if it is applicable)

Training Date: _____

Training Venue: _____

Organization: _____

Address: _____

Contact Person: _____

Position: _____

Tel: _____

Fax: _____

Email: _____

Company Website: _____

PAYMENT

CASH: RM _____ **OR**

CHEQUE No: _____

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to plbk@zohlgroupp.com

*Please make your cheque payable to:

ZOHL Consultancy Sdn Bhd



Account No:
514392303373

Signature & Company Stamp

Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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