

**SECRETARIAL & ADMINISTRATIVE SKILLS**  
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# REAL PROBLEMS

Communication breakdown with boss	Meetings always not on time	Being sabotage
Red tape	Meetings not able to conduct due to last minutes changes	Jealousy conflict
No respect towards each other	Lack of support from certain depts	Ad hoc work
Difficulty in arranging boss' calendar	Difficult people (senior staff) not willing to change	Filing system
Lack of recognition/ rewards	How to deal with boss who never admit that he is WRONG.	Favouritism
Lack of opportunity to grow	Lack of confidence in presentation skills	Staff benefit/ welfare
Colleagues taking advantage of our capabilities	Time management & efficiency – task couldn't finish on time because of interruption from other parties	Understand boss's mood savings
Feedback and opinion not appreciated		

# THINKING OUT OF THE BOX

t h i n k i n g



# How to improve your ability to 'think out of the box'?

- Look at 'what is in the box'
- Depends on our personality and way of looking at life

**There is a thin line between  
creativity and insanity.**

## **What de Bono says**

Creativity is a skill.  
Everyone can learn.  
Lateral thinking means  
moving across the  
tracks. Can be learnt  
deliberately. Useable  
and learnable skill.

# 10 Questions To Encourage Ideas

1. What if...?
2. How can we improve...?
3. How will the community benefit?
4. Are we forgetting anything?
5. What's the next step?
6. What can we do better...?
7. What do you think about...?
8. What should we add?
9. What should we eliminate?
10. What other ideas do you have...?

# Problem Solving Tools

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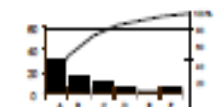
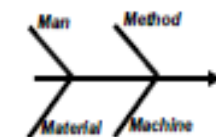
- Deming wheel of Improvement
- 5 Why's
- 5W1H
- Brainstorming
- Force field analysis
- Idea Ranking
- Cause & effect diagrams (Fishbone)
- Pareto
- 8D
- FMEA



?????



FOR	AGAINST



# 5W1H

I keep six honest serving-men  
 (They taught me all I knew);  
 Their names are **What** and **Why** and **When**  
 And **How** and **Where** and **Who**.

*Rudyard Kipling*

5W1H	Meaning	Considerations
Why	Why do we need to do it? (Objective)	<ul style="list-style-type: none"> <li>· Could it be avoided?</li> <li>· Could some of it be left out?</li> </ul>
When	When does it need to be done? (Time frame, point in time)	<ul style="list-style-type: none"> <li>· Could the time frame be changed?</li> <li>· Could the implementation time be changed?</li> </ul>
Who	Who should do it? (Person)	<ul style="list-style-type: none"> <li>· Could the person be changed?</li> <li>· Couldn't the same person do it?</li> </ul>
Where	Where should it be done? (Location, position)	<ul style="list-style-type: none"> <li>· Could it be done somewhere else?</li> <li>· Couldn't it be done in the same place?</li> </ul>
What	What do we need to do? (Target)	<ul style="list-style-type: none"> <li>· Would any other object/document do?</li> <li>· Could the shape/form be changed?</li> </ul>
How	How ought it to be done? (Method)	<ul style="list-style-type: none"> <li>· Is there any other way?</li> <li>· Could it be done an easier way?</li> </ul>



# PROBLEMS

## Participants' presentation 1

Filing System- dealing with adhoc documents,  
manage photo, publications and video better,  
poor time management

Solution: Photo filing: using Adobe bridge

Put in folders (Word document)

# PROBLEM

## Participants' presentation 2

Senior staff not willing to change

Using 5W 1H's Problem Solving Technique

Why? Mindset-their status/ responsibility/ up bringing

Solution: Change ourselves & seek alternative ways

# PROBLEMS

## Participants' presentation 3

Problem: Difficult to arrange boss's schedule

1. Discuss with the boss
2. Identify the importance of the meetings (esp who chairs the meetings)
3. Communication – ask your boss if you can sms/ verbally remind him earlier of his/her's appointments.
4. To send representative if possible (to a meeting that your boss can't attend)

# DECISION MAKING SKILLS

## **Decision Making:**

The process of examining your possibilities options, comparing them, and choosing a course of action.

## **What makes up a 'decision**

Decision as a conscious choice among alternative courses of action. It comprises:

- A conscious choice
- A specific intent
- A course of action

# Six C's of Decision Making (1 of 3)



- 1. Construct.
- 2. Compile.
- 3. Collect.
- 4. Compare.
- 5. Consider.
- 6. Commit.

# Guidelines for Building Decision Making Skills

- Be sure of your authority for making decisions
- Accept responsibility fully
- Distinguish what's important
- Make the decision at the time it is needed
- Be alert to signs of problems needing solutions
- Keep an open mind

# Guidelines for Building Decision Making Skills

- Don't solicit advise but do consult your supervisor when a problem is beyond your ability to solve
- Make sure that you are not part of the problem
- Learn from your mistakes
- Evaluate your decisions when carried out

# Enhancing job efficiency & effectiveness

## Thieves of Time

- Individually, list out your personal thieves of time e.g. of thieves - 'facebook', ASTRO, SMS etc.
- Share with your group. You can present graphically your thieves of time.
- Indicate their details of their specific 'crimes' – e.g. friends who come to your desk to gossip.
- For each thief of time, suggest solutions i.e. how to give them the message that they are wasting your time – what body language you would use; what words you would use etc.
- Once you have finished, go round the room to look at other groups' work. You may want to add on to their ideas or solutions or challenge them



# Steven Covey's Time Quadrant

	Urgent	Not Urgent
Important	<p>Crying baby Kitchen fire Some calls</p> <p>1</p>	<p>Exercise Vocation Planning</p> <p>2</p>
Not Important	<p>Interruptions Distractions Other calls</p> <p>3</p>	<p>Trivia Busy work Time wasters</p> <p>4</p>

# Efficient vs effective

- Efficient – doing things right
- Effective – doing the right things

*To derive impact, we must spend time on the right things – that drive results & success*

- What are these **'right things'**?

\*High Payoff Activities – HPAs

\*How to identify them?

# Basic Requirements to Managing Commitments

- Capture unfinished business in a Task Bucket
- Clarify what your commitment is and what you have to do
- Decide on what actions you need to take and organize them in a system that you review regularly

# The Five Stages of Work Flow

- **Collect** things that command our attention
- **Process** what they mean and what to do about them
- **Organize** the results
- **Review** as options for what we choose to do
- **Do**

# Components of Emotional Intelligence

	Definition	Hallmark
<b>Self Awareness</b>	The ability to recognize and understand your moods, emotions and drives as well as their effects on others	Self-confidence Realistic Self development Self-deprecating sense of humor
<b>Self-Regulation</b>	The ability to control or redirect disruptive impulses and moods. The propensity to suspend judgement to think before acting	Trustworthiness & integrity Comfort with ambiguity Openness to change
<b>Motivation</b>	A passion to work for reasons that go beyond money or status The propensity to suspend judgement –to think before acting	Strong drive to achieve Optimism, even in the face of failure Organizational commitment
<b>Empathy</b>	The ability to understand the emotional makeup of other people Skill in treating people according to their emotional reactions	Expertise in building and retaining talent Cross-cultural sensitivity Service to clients and customers
<b>Social Skills</b>	Proficiency in managing relationships and building networks An ability to find common group & build rapport	Effectiveness in leading change Persuasiveness Expertise in building & leading teams

# How then can one improve emotional intelligence?

- **Pay attention to self and other's body language**
- **Listen more; speak less-** develops empathy
- **Get curious, not furious-** Watch what you say especially when frustrated or annoyed. Reframe negative emotions into curiosity - " ... this makes absolutely no sense to me" can be replaced with, "Do you see something in this that I must be missing"
- **Elicit pride in others** – Reason for working together
- **Remember that emotions are contagious** - A dominant person's emotions (negative or positive) always influences others. Leaders should be careful to show only those emotions, which they want to see in others

"Some people make  
the world more special  
just by being in it."

-Kelly Ann Rothaus