



PROFESSIONAL ADMINISTRATIVE ASSISTANT



Dates: 7, 14, 21, 28 February
Duration: 24 hours (4 days)
Hours: 9-12 am / 1-4 pm
Venue: CCI France Myanmar
Trainer: Mrs. Ania Muchnicka
Language: English
Rate: \$250/Members
\$350/Non-members

WHO SHOULD ATTEND?

Myanmar assistant staff, executive assistants, secretaries, accountants who want to develop their office competencies and business English skills and improve through practice.

People who consider as an assistant staff in an international environment.

WHY YOU SHOULD ATTEND

Myanmar is a growing economy, but also lacking competent assistants. Assistants in Myanmar need a lot of practice, not theory.

Short one-day training is good for learning the theory of tools, but after the training these tools are rarely applied by assistants who need a follow up and consultation with trainer they trust.

Therefore we offer a 4-week training for managers. Employees practice in the classroom and immediately apply what they learn at work. Every week they come back with questions and deepen their understanding of tools learned.

Progress and transformation are visible from the first week and build up over a month. The trainer is assuring the follow up of each day of training. The trainees gain confidence as a result of success they achieve at work applying the tools. The trainer has time to guide them and help them apply it correctly.



MANAGING AND COACHING TEAMS TO SUCCESS

IN THIS TRAINING YOU WILL

- Sharpen verbal and written communication skills (e-mails, outlook, telephone)
- Resolve participants cross-cultural misunderstandings in the workplace
- Learn how to take initiative, handle stressful situations and resolve conflicts at work
- Become a self-reliant problem solver
- Professionally deal with customers and coworkers
- Practice active listening and taking notes, organizing meetings and writing minutes
- Learn how to manage time efficiently
- Practice Power Point and Word formatting

METHODOLOGY

The training will be conducted with active methods involving all participants, both during experiences, mini lectures, group and individual exercises and discussions based on the most effective method of adult learning. Each participant will know their predispositions, acquire new skills during the exercises, and will be able to express their views and share their experience during the discussion. Participants can count on unresolved issues thanks to consultations with the trainer. The knowledge conveyed during the training is based on the achievements of contemporary social and positive psychology, the Action Learning by World Institute for Action Learning method and Art therapy. The trainer adapts the program during the training to realtime challenges of the participants.

TRAINER: ANIA MUCHNICKA



Business trainer, MBA and SWPS University of Social Psychology and Humanities lecturer, Action Learning Coach by WIAL, STOP School for professional trainers graduate and Master in Communication and European affairs. For 7 years she worked as a communication specialist and speech writer at the European Commission and public speaker at the European Parliament in Brussels. Since 2015 creates and conducts training and team building activities in Europe and Asia in the field of cross-cultural communication, entrepreneurship, strategic planning and management, public speaking and solving complex problems. She training employees over 30 countries.

As a result of 7 years spent in South East Asia and 7 years working for the EU institutions she helps big businesses, NGO's and chambers of commerce training, coaching and mentoring international experts and employees to create successful business relations within different cultures.