



# TIME MANAGEMENT, MULTI-TASKING & OFFICE PRODUCTIVITY SKILLS



As the saying goes, time is money. To stay competitive, employees no longer have the luxury of doing just one thing at one time. In this training, participants will be taught the 3 essential skills of the modern employee.



**9 AM - 5 PM | 14 Apr 2026**

ZENITH CORPORATE PARK, KELANA JAYA, SELANGOR

**RM888.00 inclusive 8% SST**

# TIME MANAGEMENT, MULTI-TASKING & OFFICE PRODUCTIVITY SKILLS



## COURSE OUTLINE

### Module 1: Understanding the Time Management

- What is time management and why is it important?
- The psychology of time perception and procrastination
- Setting SMART goals and breaking them down into actionable steps

### Module 2: Principles of Time Management

- The 80/20 rule (Pareto Principle)
- Productivity peaks and personal rhythms
- Setting clear, meaningful objectives
- Group activity

### Module 3: Prioritisation Techniques

- Urgent vs Important tasks
- SMART goal setting
- Techniques for daily and weekly planning
- Time wasting task

### Module 4: Office Productivity Skills

- Email and communication management
- Managing interruptions effectively
- Structuring work for faster output
- Reducing physical and digital clutter

### Module 5: Time & Task Management Tools

- Time blocking
- Pomodoro technique
- Task boards (Kanban)
- Productivity templates and checklists
- Group activity



## Trainer's Profile

The Trainer is the Head of Operations at Symphony, running many training programmes simultaneously while overseeing customer services, grant submissions, reporting and staff development.

She was also a former trainer in Touch 'n Go for all TNG's customer touchpoints including call center, service hub, webchat, email, e-commerce and mobile sales. She also acted as liaison officer with Bank Negara Malaysia (BNM) to oversee process controls, consumer policy and compliance related issues at division level for all consumer complaints received through BNM for TNG.

Before that, she was a Customer Service Executive at Tenaga Nasional Berhad (TNB) for One Stop Engagement Centre (OSEC) department. She has acquired great client relations skills to keep things humming, stress and mistakes (if at all) to a minimum. She is also a trainer for Symphony's Protege programme on Values and Customer Service.

She obtained a Bachelor Degree in Technology Management (High Technology Marketing) from Universiti Teknikal Malaysia Melaka.

## Registration Details

### PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

### ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

**Payment Method:**  Direct Payment  Claim HRD

### Notes:

- Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.
- Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.
- Clients who opt for direct payment must ensure full payment is made before the training date.
- HRDC grant applications must be submitted and approved before the training day. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.
- Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.