



*Training Course:  
Office Administration and Management Course*

*11 - 22 November 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Office Administration and Management Course

Training Course code: OM234894 From: 11 - 22 November 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 8400 € Euro

### Introduction

How do you become a very effective and successful Office administrator? Office administrative responsibilities deal with overseeing the daily functions of various inter-disciplinary departments to have operations flow smoothly and reduce the workload from higher-level managers.

The major job responsibility of an office administrator is to guarantee the efficient functioning of all connected departments within an organization. They perform as a connecting linkage between departments and between the employees and the management. Your position and role demand you to keep operations moving effortlessly.

### Course Objectives

By the end of the Office Administration and Management Course, the participants of this course will be able to:

- Understand the importance of their role in an organization
- Learn different tactics when dealing with tasks concerning the management and individuals from different departments
- Develop action plans to complete their tasks more effectively
- Understand the techniques of Planning, Organizing, and Controlling
- Learn the techniques to manage records and documentation
- Learn how to control emotions during stressful situations
- Enhance your multi-tasking Skills
- Learn the skills of Priority Management
- Implement verbal and written communication approaches
- Coordinate and organize meetings effectively
- Manage telephone calls efficiently and professionally
- Learn to make quick decisions and resolve office-related matters
- Develop relationships throughout the organizational structure
- Develop a customer-centric and service attitude and mindset
- Learn the main causes of stress and apply the practices to control it

- Employ time management techniques for better efficiency
- To submit information in a more effective manner
- Manage time efficiently and be able to think proactively
- Perform basic HR functions and roles
- Think and perform like a manager for effective managerial tasks

## Course Methodology

This workshop is a very interactive session as participants from all cultures participate in this training program and share their own office experiences and challenges. Customized modules can be arranged for organizational-specific learning requirements. This program involves group discussions, case studies, and role-plays.

## Organizational Benefits

The organizational benefits of employees who participate in this Office Administration and Management Course will be as below:

- Improved productivity and creativeness among employees
- They will be able to communicate effectively
- Develop skills to build a network of working relationships
- Employees learn to be more proactive
- There is increased productivity in office management
- Improved time management is noticed
- There are improved office optimism and satisfaction
- There is a reduction in employee absenteeism
- Reduction in office stress is experienced
- Employees improve their written communication
- Administrators are able to manage and present information more effectively
- They are able to work on office systems and technology in an efficient way

## Personal Benefits

Participants who enrol in this Office Administration and Management Program will benefit in the following ways:

- There is an increased sense of self-confidence that leads to self-satisfaction
- Participants become more goal-oriented in all aspects of life
- Increased assertiveness is observed
- Improved organizational skills overflow outside the workplace
- There is an improve interpersonal skills
- Individuals have a reduced stress level and improved stress management skills
- There is an increase in self-value and therefore an increase in motivation
- Their presentation and public speaking skills are developed
- Individuals are able to manage time for themselves and for others

## Target Audience

This program is designed to provide:

- Office Administrators
- Assistants
- Administrative Supervisors
- Staff
- Executive Secretaries,
- Personal Assistants,
- Records Management Officers
- Office Managers

This training program in Office Administration and Management Program allows you to evaluate and develop your interpersonal and professional skills.

## Course Outline

Below is the course outline and the modules that would be covered during the Office Administration and Management Training Course:

### Day 1

#### Role of an Office Administrator

- Understanding Your Organizational structure
- Organizing the Organization: Smart techniques
- Competencies to be a successful Administrator
- Identifying your job role and your value

- Managing Processes and managing people
- Team Management

## Day 2

### Developing an Effective Office Management System

- Tips and Techniques as an office administrator
- Creating a process flow for different tasks
- Creating schedules and To-Do Lists
- Effectively using Outlook, schedulers, planners
- An ideal office management system
- Framework for an idea Office Management
- Making things easy as an Administrator

## Day 3

### Becoming a "Star Administrator" in Office

- Increasing credibility and securing recognition
- Developing a positive attitude
- Being assertive at the workplace and the balance
- Taking up control at work
- Selling your ideas to people around you
- Managing Working Relationships at all levels
- Conflict management skills

## Day 4

### Customer-Centric Mindset

- Serving internal and external clients, vendors, and customer
- Understanding the needs
- Eliminating services barriers

- Effective ways to build rapport
- Providing excellent customer service
- Becoming the face of your organization
- Handling complaints diplomatically

## Day 5

### Office Technology

- Office Technology: Introduction
- Overuse and Misuse of technology
- Office layout and ergonomics
- Desk Management
- Heading towards a paperless system
- Using office technology to the fullest
- Information and Data Management
- Presentation of statistical information

## Day 6

### Event and Travel Management

- Travel Arrangements
- Events and Meeting Management
- Business Correspondence
- Filing and Documentation Management
- The paper flow system
- Basic Accounting Skills
- Basic Computer Skills

## Day 7

### Business Meetings

- Organizing objective-oriented meetings
- Elements of effective meetings
- Coordination and Organizing meetings
- Preparing meeting agendas
- Controlling time
- Identifying meeting challenges
- Maintaining the minutes of meetings

## Day 8

### Time Management

- Managing time effectively
- Identifying and eradicating time wasters
- Setting SMART goals and priority levels
- Measures and parameters to control effectiveness
- Planning time for self and others
- Maintaining time logs and improvising on the use of time

## Day 9

### Telephonic Skills as an Office Administrator

- Using the telephone, the most productive way
- Professional Telephone Etiquette and behaviour
- Principles for good and effective listening
- Steps in professionally handling a business call
- Use of phone applications
- Handling difficult callers
- Understanding common phone problems

## Day 10

## Emotional Intelligence

- Emotional Intelligence: True sign of corporate maturity
- Principles of emotional intelligence
- Building your self-confidence
- Facing and dealing with difficult situations
- Handling requests by multiple managers and organizing the workload
- Integrating emotional intelligence with office management
- Techniques to become practical and responsible as an Administrator

## Registration form on the Training Course: Office Administration and Management Course

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
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### Easy Ways To Register

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