



*Training Course:
Mastering Administrative Communications:
Strategies for Managers*

*9 - 13 December 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Mastering Administrative Communications: Strategies for Managers

Training Course code: SC235561 From: 9 - 13 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5775 € Euro

Introduction

This 5-day training program is aimed at empowering managers with advanced communication strategies essential for leading administrative functions. The program focuses on improving both internal and external communication, fostering collaboration, and streamlining processes. Participants will learn how to enhance their managerial effectiveness through improved communication skills, ensuring alignment with organizational goals and fostering a productive workplace.

Target Audience

- Mid-level and senior managers
- Administrative supervisors
- Office managers
- Department heads responsible for communication and coordination

Objectives

- Develop effective communication strategies tailored to administrative management.
- Enhance verbal and written communication skills for managerial purposes.
- Improve collaboration and information sharing across departments.
- Learn techniques for resolving conflicts and managing difficult conversations.
- Master the use of technology and digital platforms for effective communication.
- Align administrative communication strategies with organizational goals.

Training Program Outline

Day 1: Foundations of Effective Administrative Communication

- Understanding the role of communication in administrative management.
- Key principles of effective communication: clarity, brevity, and impact.
- Types of administrative communication: formal vs. informal.
- Identifying communication barriers and strategies to overcome them.
- Case studies: Examples of successful administrative communication.

Day 2: Verbal and Written Communication Mastery

- Crafting clear and concise messages for different audiences.
- Enhancing verbal communication skills: presentations, meetings, and one-on-one discussions.
- Writing effective emails, memos, and reports for administrative purposes.
- Strategies for improving listening skills and interpreting feedback.
- Hands-on exercises: Writing and revising administrative documents.

Day 3: Collaboration and Cross-Departmental Communication

- Facilitating collaboration between different teams and departments.
- Building communication bridges between administrative and operational units.
- Best practices for leading productive meetings and brainstorming sessions.
- Using communication to manage and delegate tasks effectively.
- Group activities: Simulating cross-functional collaboration.

Day 4: Conflict Resolution and Difficult Conversations

- Techniques for managing difficult conversations with team members, peers, or supervisors.
- Navigating communication in conflict resolution: maintaining professionalism and objectivity.
- Emotional intelligence in communication: understanding and managing emotions.
- Resolving misunderstandings and preventing communication breakdowns.
- Role-playing exercises: Practicing conflict resolution scenarios.

Day 5: Leveraging Technology for Administrative Communication

- Utilizing digital tools and platforms for seamless communication email, chat, project management software.
- Improving communication efficiency through automation and technology integration.
- Managing remote teams and virtual communication challenges.
- Keeping up with evolving trends in administrative communication.
- Final workshop: Developing a communication improvement plan for the workplace.

Registration form on the Training Course: Mastering Administrative Communications: Strategies for Managers

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- Please find enclosed a cheque made payable to Global Horizon
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