



*Conference:  
Enhancing Efficiency and Collaboration in  
Secretariat Operations*

*3 - 7 November 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Conference: Enhancing Efficiency and Collaboration in Secretariat Operations

Conference code: CO235138 From: 3 - 7 November 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Conference Fees: 6000 € Euro

### Introduction:

The "Enhancing Efficiency and Collaboration in Secretariat Operations" conference aims to provide a comprehensive platform for professionals working in Board Secretariats, Protocol Offices, Budget Units, and the Secretary's Department. The conference will focus on sharing best practices, fostering collaboration, and equipping participants with the necessary skills and knowledge to excel in their respective roles.

### Objectives:

- Explore strategies to streamline Secretariat operations and enhance overall efficiency.
- Foster collaboration and communication among different departments involved in Secretariat functions.
- Provide insights into effective budget management and resource allocation for Secretariat activities.
- Equip participants with the latest protocols and etiquettes relevant to their roles.
- Enhance participants' understanding of the Secretary's Department's role in organizational success.

### Target Audience:

- Board Secretaries
- Protocol Officers
- Budget Officers
- Secretariat Managers
- Administrative Professionals
- Department Heads and Directors
- Anyone involved in Secretariat and protocol-related functions

### Conference Outlines:

#### Day 1:

Understanding Secretariat Dynamics and Collaboration

- Welcome and Registration
- Opening Keynote: The Role of Secretariats in Organizational Success
- Exploring Cross-Departmental Collaboration Strategies
- Panel Discussion: Navigating Complex Interactions - Protocols and Communication
- Networking Session

#### Day 2:

##### Efficient Budget Management for Secretariats

- Keynote: Budgeting Best Practices for Secretariat Operations
- Effective Resource Allocation and Financial Planning
- Case Study: Real-life Budgeting Challenges and Solutions
- Workshop: Budgeting Tools and Techniques
- Q&A and Networking

#### Day 3:

##### Mastering Protocol and Etiquette

- Keynote: Modern Protocol Essentials for Professional Success
- International Protocol and Diplomatic Relations
- Workshop: Practical Protocol Exercises and Simulations
- Panel Discussion: Adapting Protocol to Cultural Diversity
- Protocol and Networking Reception

#### Day 4:

##### Enhancing Organizational Governance

- Keynote: Strengthening Governance through Effective Secretariat Management
- Understanding the Board's Perspective: Expectations and Collaboration
- Interactive Session: Role of Secretariats in Policy Implementation
- Best Practices in Minutes Taking and Documentation

- Expert Insights: Building Effective Relationships with Board Members

Day 5:

The Secretary's Department as the Backbone

- Keynote: The Crucial Role of the Secretary's Department in Organizations
- Developing Leadership Skills for Department Heads
- Case Studies: Challenges and Opportunities in Department Management
- Roundtable Discussion: Shaping the Future of Secretariats and Departments
- Closing Remarks and Certificates Distribution

## Registration form on the Conference: Enhancing Efficiency and Collaboration in Secretariat Operations

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

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- Please find enclosed a cheque made payable to Global Horizon
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