



*Training Course:
Preparation of Administrative Reports and
Correspondence*

*23 - 27 June 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Preparation of Administrative Reports and Correspondence

Training Course code: OM236007 From: 23 - 27 June 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5500 € Euro

Introduction

This program, designed by Global Horizon Training Center, aims to equip participants with the essential skills to create clear, professional, and effective administrative reports and business correspondence. It covers fundamental writing principles, best practices, and organizational standards to improve communication and support decision-making in administrative functions.

Objectives

By the end of this program, participants will be able to:

- Understand the key principles of clear and effective writing in administrative contexts.
- Create structured, concise, and accurate administrative reports.
- Develop professional business correspondence emails, memos, letters, etc..
- Apply language, tone, and formatting appropriate for different communication types.
- Enhance the overall professionalism and impact of their written communications.

Organizational Impact

- Improve the clarity, accuracy, and professionalism of internal and external communications.
- Enhance decision-making through effective reporting.
- Increase productivity and reduce misunderstandings.
- Build a culture of professionalism and accountability.
- Strengthen the organization's brand through clear written communication.

Target Audience

- Administrative professionals and executive assistants.
- Managers and team leaders.
- Project coordinators and department heads.
- Professionals responsible for preparing reports and business correspondence.
- Anyone seeking to improve their writing skills in an administrative context.

Training Program Outline

Day 1: Principles of Clear and Effective Writing

- The importance of effective written communication.
- Key elements: clarity, accuracy, brevity, and tone.
- Understanding the purpose and audience of administrative writing.
- Common writing pitfalls and how to avoid them.
- Group exercise: rewriting poorly structured content.

Day 2: Structuring Administrative Reports

- Types of administrative reports and their purposes.
- Elements of a well-organized report: introduction, body, conclusion.
- Using headings, bullet points, and visuals for clarity.
- Incorporating data, facts, and references accurately.
- Group activity: outline an administrative report for a common scenario.

Day 3: Writing Business Correspondence

- Types of administrative correspondence: emails, memos, letters.
- Email etiquette and professional formatting.

- Using a clear structure in written messages.
- Polite and effective language for various contexts.
- Role play: composing an email responding to a complex request.

Day 4: Enhancing Readability and Impact

- Editing and proofreading techniques.
- Avoiding jargon, ambiguity, and unnecessary complexity.
- Adapting writing style and tone for different audiences.
- Using templates and style guides for consistency.
- Group review: peer feedback on sample documents.

Day 5: Applying Skills in Real-World Contexts

- Preparing complex administrative reports e.g., status reports, project updates.
- Handling sensitive or challenging correspondence complaints, feedback, etc..
- Leveraging digital tools for formatting and collaboration.
- Developing a personal action plan for continuous improvement.

Registration form on the Training Course: Preparation of Administrative Reports and Correspondence

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

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Position:
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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