



*Training Course:
Task and Correspondence Management*

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

Training Course: Task and Correspondence Management

Training Course code: MA236008 From: 23 - 27 June 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5500 € Euro

Introduction

Effective task and correspondence management is essential in today's complex and fast-paced professional environments. Whether in government institutions, corporate offices, or international organizations, the ability to manage responsibilities and communications in a structured, traceable, and timely manner directly contributes to institutional efficiency, compliance, and service quality.

The "Task and Correspondence Management" training program developed by Global Horizon Training Center equips professionals with the practical skills and strategic mindset necessary to manage assignments and official correspondence with precision and accountability. Participants will explore tools and methods for tracking tasks, organizing incoming and outgoing communication, prioritizing workload, and ensuring timely follow-up.

Objectives

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

- Understand the principles and importance of structured task and correspondence management.
- Apply modern techniques to organize, prioritize, and track tasks and communications.
- Utilize document and information management systems for correspondence control.
- Improve internal and external communication clarity and professionalism.
- Ensure timely execution and reporting of assigned tasks.
- Develop standard operating procedures SOPs for correspondence and task workflows.

Course Methodology

The course employs a dynamic blend of instructional strategies, including:

- Interactive lectures and real-world demonstrations
- Hands-on activities and system simulations if available
- Case studies of effective correspondence systems in organizations
- Group discussions and peer learning exercises
- Templates and SOP development workshops

Organizational Impact

Implementing the concepts taught in this training will:

- Streamline internal workflows and improve accountability
- Enhance clarity, professionalism, and traceability in all correspondence
- Reduce delays and overlooked tasks through structured tracking
- Ensure consistent documentation, storage, and follow-up practices
- Support performance evaluations through measurable task completion metrics

Target Audience

This program is ideal for:

- Office managers and executive assistants
- Administrative and correspondence officers
- Public relations and communications staff
- Project coordinators and records management personnel
- Any professionals responsible for overseeing task assignments and document exchange

Outlines

Day 1: Introduction to Task and Correspondence Management

- Overview of task and correspondence management in organizations
- Understanding communication types: internal, external, formal, and informal
- The role of correspondence logs and task registers
- Common challenges and risks in unstructured communication

Day 2: Systems and Tools for Efficient Management

- Manual and digital systems for correspondence and task tracking
- Using MS Outlook, Excel, and task management software
- Email handling policies and official response structures

- Document numbering, classification, and filing procedures

Day 3: Task Assignment and Follow-up Mechanisms

- Techniques for assigning and prioritizing tasks
- Creating escalation and follow-up protocols
- Calendar management, reminders, and deadline monitoring
- Delegation best practices and accountability assurance

Day 4: Communication Protocols and Professional Correspondence

- Drafting professional and effective official letters and memos
- Language, tone, and formatting of business communication
- Internal coordination and documentation trails
- Templates for various correspondence types letters, memos, circulars

Day 5: Implementation, Case Studies, and SOP Development

- Case studies from public and private organizations
- Designing and implementing a correspondence and task SOP
- Simulated exercises in managing incoming/outgoing correspondence
- Final workshop: building a personal action plan and best practice toolkit

Registration form on the Training Course: Task and Correspondence Management

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