



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 19 April 2026 To 23 April 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's fast-paced business environment, effective email and business communication skills are essential for success. This course is designed to equip professionals with the tools and techniques needed to improve their communication strategies, enhance clarity, and achieve better results in their professional interactions.

## Objectives

- Understand the fundamentals of effective email communication.
- Learn practical techniques for improving business writing skills.
- Enhance interpersonal communication strategies in a business context.
- Develop skills for managing and resolving communication challenges.
- Master the art of crafting professional and persuasive business messages.

## Course Outlines

### Day 1: Fundamentals of Effective Email Communication

- Understanding the purpose and impact of email in business.
- Components of a well-structured email.
- Email etiquette and professionalism.
- Common email mistakes and how to avoid them.
- Strategies for managing email overload.

### Day 2: Techniques for Improved Business Writing

- The importance of clarity and conciseness in business writing.
- Structuring your message: introduction, body, and conclusion.
- Adapting tone and style for different audiences.
- Using active voice and strong verbs.
- Proofreading and editing for maximum impact.

### Day 3: Enhancing Interpersonal Communication

- The role of interpersonal skills in business communication.
- Active listening techniques for better understanding.
- Non-verbal communication and its impact.
- Building rapport and trust with colleagues and clients.
- Strategies for effective team communication.

### Day 4: Managing and Resolving Communication Challenges

- Identifying and addressing communication barriers.
- Conflict resolution techniques and strategies.
- Handling difficult conversations professionally.
- Dealing with cross-cultural communication differences.
- Using feedback constructively in communication.

## **Day 5: Crafting Professional and Persuasive Business Messages**

- Writing persuasive and impactful business proposals.
- Techniques for delivering compelling presentations and speeches.
- Creating effective reports and executive summaries.
- Leveraging storytelling in business communication.
- Review and recap of key course learnings and skills.