



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 19 October 2025 To 23 October 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day intensive course on Executive Secretarial Skills Development is designed to enhance the capabilities of executive secretaries in handling complex tasks and responsibilities. Participants will learn the essential skills and techniques required to excel in their roles. The course covers a wide range of topics including communication, organization, technology, and management skills, enabling participants to support executives efficiently and effectively.

## Objectives

- Enhance communication and interpersonal skills.
- Develop advanced organization and time management skills.
- Improve proficiency in modern office technology and software.
- Strengthen problem-solving and decision-making abilities.
- Foster leadership and team collaboration skills.

## Course Outlines

### Day 1: Foundations of Effective Communication

- Understanding the elements of effective communication.
- Developing active listening skills.
- Practicing assertiveness and confidence in communication.
- Effective email and telephone etiquette.
- Managing office correspondence and documentation.

### Day 2: Organizational and Time Management Skills

- Prioritizing tasks and managing workloads.
- Using planners and digital calendars effectively.
- Setting goals and deadlines for optimal productivity.
- Streamlining office operations and procedures.
- Strategies for dealing with stress and time constraints.

### Day 3: Mastering Technology and Office Software

- Utilizing Microsoft Office suite: Word, Excel, PowerPoint.
- Introduction to project management tools.
- Leveraging cloud storage and file sharing platforms.
- Streamlining communication with collaboration platforms.
- Adapting to emerging technologies in office administration.

### Day 4: Advanced Problem-Solving and Decision-Making

- Identifying and analyzing complex problems.
- Cultivating creative and innovative thinking.
- Making informed decisions under pressure.
- Implementing effective solutions to office challenges.
- Evaluating outcomes and continuous improvement techniques.

## **Day 5: Leadership and Team Collaboration**

- Understanding leadership roles and responsibilities.
- Building collaborative relationships within teams.
- Conducting effective meetings and workshops.
- Developing negotiation and influencing skills.
- Creating a positive and productive office environment.