



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 26 April 2026 To 30 April 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

The "Office Administration and Management Essentials" course is designed to equip participants with the key skills and knowledge necessary for effective office management. Over the span of five days, participants will delve into various aspects of office operations, including organizational techniques, communication strategies, and management principles. This intensive course is ideal for aspiring or current office administrators aiming to enhance their competencies and contribute significantly to their organizations.

## Objectives

- Understand the fundamental principles of office administration.
- Develop proficient communication and interpersonal skills.
- Master essential office management tools and technologies.
- Enhance time management and organizational capabilities.
- Build leadership skills to effectively manage office teams.

## Course Outlines

### Day 1: Introduction to Office Administration

- Overview of office roles and responsibilities
- Understanding office dynamics and culture
- Key administrative processes and procedures
- The importance of ethics and professionalism
- Introduction to office technology and tools

### Day 2: Effective Communication in the Workplace

- Principles of effective communication
- Verbal and non-verbal communication skills
- Handling difficult conversations and conflict resolution
- Building productive relationships through communication
- Effective use of emails and digital communication platforms

### Day 3: Advanced Organizational Skills

- Time management strategies
- Prioritizing tasks and setting goals
- Workflow efficiency and process optimization
- Document management and record keeping
- Utilizing office management software

### Day 4: Management and Leadership Essentials

- Understanding leadership styles in the office
- Building and managing effective teams
- Motivating and developing office staff
- Performance management and feedback techniques

- Problem-solving and decision-making skills

### **Day 5: Future Trends in Office Administration**

- Adapting to change in a dynamic workplace
- Incorporating sustainability in office practices
- The impact of technology on office management
- Remote work and virtual office management
- Continuing education and professional development