



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 28 June 2026 To 02 July 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's dynamic work environment, effective teamwork and collaboration are essential for achieving organizational goals. This 5-day professional course is designed to enhance your skills in building and leading teams, fostering collaboration, and navigating the complexities of working effectively with diverse groups. Through interactive sessions, real-world case studies, and practical exercises, participants will develop a deeper understanding of teamwork dynamics and collaborative strategies to improve workplace productivity and harmony.

## Objectives

- Understand the fundamentals of teamwork and collaboration.
- Identify the roles and responsibilities within a team setting.
- Develop communication and interpersonal skills for effective collaboration.
- Learn strategies to manage and resolve conflicts within a team.
- Enhance team performance through collaborative problem-solving and decision-making.

## Course Outlines

### Day 1: Foundations of Teamwork and Collaboration

- Defining teamwork and collaboration in the modern workplace.
- Key characteristics of successful teams.
- Roles and responsibilities of team members.
- The dynamics of team formation and development.
- Assessing team strengths and areas for improvement.

### Day 2: Communication Skills for Team Effectiveness

- Understanding different communication styles.
- Active listening techniques to enhance understanding.
- Effective communication channels in teams.
- Building trust through open and honest communication.
- Feedback mechanisms for continuous improvement.

### Day 3: Managing Team Dynamics

- Identifying and managing team dynamics and diversity.
- Strategies for motivating and engaging team members.
- Overcoming common barriers to teamwork.
- Creating an inclusive team environment.
- The impact of leadership styles on team dynamics.

### Day 4: Conflict Resolution and Problem-Solving

- Understanding the nature and sources of team conflicts.
- Conflict resolution strategies and negotiation skills.
- Collaborative problem-solving techniques.
- Developing resilience and adaptability within teams.

- Applying real-world scenarios for practice.

### **Day 5: Enhancing Team Productivity and Performance**

- Setting clear goals and expectations for teams.
- Measuring and evaluating team performance.
- Implementing team-building activities for cohesion.
- Facilitating innovation and creativity in teams.
- Action planning for continuous teamwork improvement.