



AI in Office Administration and Management Training

4 – 8 April 2027
Kuala Lumpur (Malaysia)



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Introduction

Artificial Intelligence AI has become a transformative technology that is reshaping modern office administration and management practices. This AI in Office Administration and Management course provides an understanding of how AI can enhance administrative efficiency, improve productivity, and support smarter workplace operations. Participants will explore essential AI concepts, practical applications, and modern tools used for administrative tasks, communication, documentation, reporting, and decision support. The program focuses on developing the ability to use generative AI, automate workflows, and optimize daily office processes through intelligent solutions. It addresses ethical, legal, and governance considerations to ensure responsible AI adoption. Participants will understand how to develop an effective AI-driven office transformation strategy.

Targeted Groups

This AI in Office Administration and Management training targets professionals seeking knowledge and skills:

- Administrative professionals manage daily office operations.
- Office managers improve workplace productivity.
- Executive assistants supporting leadership teams.
- Secretaries handle communication and documentation.
- Human resources professionals using AI solutions.
- Business support teams optimize workflows.
- Project coordinators manage administrative activities.
- Customer service professionals enhance client interactions.
- Professionals interested in workplace digital transformation.

Course Objectives

Participants will achieve the following objectives by completing the AI in Office Administration and Management course:

- Understand the fundamentals of artificial intelligence and its role in modern office administration.
- Identify AI applications that improve administrative productivity and operational efficiency.
- Use generative AI tools for writing, communication, and documentation tasks.
- Develop effective prompts for obtaining accurate AI-generated results.
- Apply AI solutions for task management, scheduling, and workplace collaboration.
- Recognize opportunities for workflow automation and process improvement.
- Utilize AI for document management, reporting, and customer service operations.
- Analyze AI-supported decision-making approaches in administrative environments.
- Understand ethical, legal, and data privacy requirements related to AI usage.
- Develop strategies for successful AI adoption and office transformation.
- Evaluate AI benefits, limitations, and risks within professional workplaces.
- Create practical approaches for integrating AI into administrative functions.

Targeted Competencies

Participants will gain the following competencies during the AI in Office Administration and Management program:

- Understanding AI concepts and administrative applications.
- Evaluating AI tools for workplace improvement.
- Creating effective prompts for administrative tasks.
- Improving productivity through AI-powered solutions.
- Automating repetitive office processes efficiently.
- Managing AI-assisted communication professionally.
- Organizing documents using intelligent systems.
- Supporting decisions through AI-generated insights.
- Applying responsible AI practices in offices.
- Developing AI transformation strategies for organizations.

Studying Scenarios

In this AI in Office Administration and Management training, participants develop skills through the following scenarios:

- Managing AI-assisted scheduling challenges in busy office environments.
- Creating professional communications using generative AI applications.
- Automating repetitive approval and follow-up processes.
- Preparing executive reports using AI-supported analysis.
- Improving customer responses through AI virtual assistants.
- Designing office transformation plans using AI technologies.

Course Content

Unit 1: Introduction to Artificial Intelligence in Office Administration

- Understanding AI concepts and their evolution in modern workplaces.
- Exploring AI applications in office administration and management practices.
- Examining concepts in machine learning, automation, and natural language processing.
- Identifying AI's role in digital workplace transformation.
- Understanding AI benefits for efficiency, accuracy, and productivity improvement.
- Reviewing common AI tools for administrative communication and organization.
- Analyzing AI adoption challenges, security concerns, and employee readiness.
- Recognizing AI support in administrative decisions and operational performance.

Unit 2: Generative AI and AI-Powered Office Productivity

- Understanding generative AI applications in administrative activities.
- Exploring AI assistants for scheduling, communication, and information management.
- Learning the fundamentals of prompt engineering for administrative professionals.
- Creating effective prompts for accurate AI-generated workplace outputs.
- Developing reusable AI prompts for emails, reports, and routine tasks.
- Improving AI-generated content through review and professional refinement.
- Applying AI for task prioritization, time management, and calendar coordination.
- Using AI for meetings, note-taking, reminders, and team collaboration.

Unit 3: AI for Workflow Automation, Communication, and Document Management

- Understanding workflow automation and its impact on office efficiency.
- Identifying repetitive tasks suitable for AI-powered automation.
- Exploring AI tools for process optimization and workflow management.
- Automating approvals, notifications, follow-ups, and routine procedures.
- Applying AI for professional emails, memos, and internal communication.
- Using AI for meeting agendas, minutes, and stakeholder communication.
- Managing communication quality, tone, and professionalism with AI.
- Applying AI for document organization, classification, retrieval, and security.

Unit 4: AI Applications in Customer Service, Reporting, and Decision Support

- Understanding AI applications in customer service operations.
- Exploring AI chatbots and virtual assistants for customer support.
- Using AI for inquiries, complaints, and customer feedback analysis.
- Improving customer experience through AI-supported solutions.
- Applying AI for report writing, summaries, and executive briefs.
- Enhancing report formatting, presentation, and information organization.
- Using AI for planning, problem analysis, and operational recommendations.
- Applying AI for risk identification and decision support with human judgment.

Unit 5: Ethical AI Usage and Developing an AI-Driven Office Transformation Strategy

- Understanding ethical principles for responsible AI implementation.
- Managing data privacy, confidentiality, and information security.
- Recognizing AI bias, misinformation, and accuracy challenges.
- Applying human oversight for AI-generated administrative work.
- Understanding legal, compliance, and AI governance requirements.
- Assessing office readiness and identifying opportunities for AI integration.
- Developing AI implementation roadmaps and managing workplace change.
- Measuring AI productivity improvements and creating transformation strategies.

Final Insights & Key Takeaways

AI in Office Administration and Management enables professionals to improve productivity, automate processes, enhance communication, and make better operational decisions. Successful AI adoption requires combining advanced technology with responsible practices, human oversight, and strategic workplace transformation.