MERCURY

Achieving Administrative Excellence Training Course

22 – 26 August 2027
Kuala Lumpur (Malaysia)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 8127_245732 **Date:** 22 – 26 August 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction

Administrative professionals are highly valued for their ability to wear many hats, cope with high-level responsibilities, and work quickly and accurately. Organizing all the pieces and parts of your professional life, from workspaces to meetings to travel plans and keeping executives organized, requires various skills and attributes.

This administrative training course tackles the practical know-how you need to give yourself an edge in a busy, multi-faceted role and the mindset, confidence, and calmness to manage yourself, your work, and your working relationships, thereby achieving administrative excellence.

This comprehensive administrative training course is designed to enhance the skills of administrative professionals, equipping them with the necessary tools and knowledge to excel in their roles. Through this program, participants can work towards an administrative assistant certificate or further their administrative assistant certification, ensuring they are up to date with the best practices in their field.

Understanding Achieving Administrative Excellence

One of the ultimate achievements for an administrative assistant is the recognition of their administrative excellence. This administrative training course is structured to guide participants toward those achievements by providing comprehensive administrative assistant training.

This administrative excellence course equips them with the skills necessary to realize the achievements of an administrative assistant, fostering their professional growth and administrator achievements within any organization.

Targeted Groups:

- Office Managers or Coordinators.
- Executive Secretaries.
- Administrative Assistants.
- Administrative Managers.
- Executive Assistants.

Course Objectives

At the end of this administrative assistant training program, participants will be able to:

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- Work smarter and leverage their time to get things done quicker.
- Set and achieve short and long-term goals.
- Communicate confidently and clearly at all levels.
- Present themselves professionally in meetings and presentations.
- Organize themselves, their office, and their executives more effectively.

Targeted Competencies

By the end of this administrative excellence course, target competencies will be able to:

- Managing time more effectively for increased productivity.
- Understanding the secrets and pitfalls of effective communication.
- Building an effective working partnership with the boss.
- Managing emotions, stress, and motivation levels.
- Essential skills for organizing any project, meeting, or event.

Course Content

Unit 1: Mastering your Workload

- What is your personal and work vision?
- Managing your day to achieve maximum results.
- Organizing personal work priorities and goal-setting.
- Organizing your desk for maximum efficiency.
- Setting up administrative systems and procedures that work.
- Time Management Secrets to adopt and time-wasters to avoid.

Unit 2: Essential Communication Skills

- Common communication styles.
- How to be an assertive communicator?
- How do you set boundaries without saying no?
- Dealing with difficult personalities and situations.
- Confident body language and voice usage.

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Unit 3: Working with your Boss and your Team

- Developing a strategic partnership with your boss.
- Keeping on top of calendars, appointments, and schedules.
- Making travel and accommodation arrangements.
- How do you prepare for taking leave?
- Organizing, attending, and minuting meetings.
- Managing conflict & learning to listen.

Unit 4: Professionalism in the Workplace

- Handling the Phone Professionally.
- Business Etiquette Essentials.
- Writing friendly and professional emails.
- Social media and technology savviness.
- Event planning.
- Making presentations.

Unit 5: Self and Stress Management

- How do we create a success mindset?
- How do you remain motivated and passionate about work?
- Handling stress, sure, and anger at work.
- Work-life balance - how to achieve it.
- Take care of yourself.
- Creating a comfortable and healthy work environment.