



Office Management and Office Skills Workshop

20 – 24 June 2027
Kuala Lumpur (Malaysia)



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Introduction:

Office management is a key factor in any organization's operational efficiency. This Office Management and Office Skills workshop will provide participants with a thorough understanding of office management and the various office skills to excel in a professional setting. They will engage in immersive office management, exploring various topics, from administrative duties and effective communication to time management and contemporary technology applications.

This Office Management and Office Skills training will equip them with meaningful insights and competencies, empowering them to boost productivity and contribute significantly to their organization's success. It enhances the skills of professionals in administrative roles. It presents innovative office management solutions, highlights best practices, and underlines the benefits of productive office management practices.

The Office Management and Office Skills workshop focuses on office management, its definition, and the processes involved. It provides clarity and depth to those looking to become office management specialists. Integrating the outlined content with practical exercises and real-world examples aims to cultivate seasoned office management professionals ready to tackle challenges and streamline administrative functions within their organizations.

Targeted Groups:

- Office managers.
- Administrative assistants.
- Executive assistants.
- Clerical staff.
- Professionals aiming to refine their office management and office skills.

Workshop Objectives:

At the end of this Office Management and Office Skills workshop, participants will:

- Comprehend the core principles of office management.
- Cultivate proficient communication and interpersonal skills.
- Apply effective time management and organizational techniques.
- Utilize office technologies and equipment with confidence.
- Administer records and data both securely and efficiently.

Targeted Competencies:

By the end of this Office Management and Office Skills training, participants' competencies will:

- Office Administration.
- Effective communication skills.
- Mastery of time management.
- Organizational skills.
- Technological proficiency.
- Records management.

Workshop Content:

Unit 1: Fundamentals of Office Management:

- Overview of Office Management.
- Define the importance of office management.
- Roles and responsibilities of an office manager.
- Critical functions of office management.
- Organizational Structure and Dynamics.
- Understand organizational hierarchy.
- Coordination and cooperation within departments.
- Managing office politics and conflict resolution.
- Office Layout and Environment.
- Design an efficient office layout.
- Ergonomics and workplace safety.
- Create a productive work environment.
- Office Policies and Procedures.
- Develop and implement office policies.
- Standard operating procedures SOPs.
- Compliance and regulatory requirements.

Unit 2: Effective Communication in the Office:

- Fundamentals of Communication.
- Types of communication verbal, non-verbal, written.
- Barriers to effective communication.
- Active listening skills.
- Professional Email and Writing Skills.
- Write clear and concise emails.
- Business letter formats and etiquette.
- Create professional reports and documents.
- Interpersonal Skills.
- Build rapport and relationships.
- Handle difficult conversations.
- Assertiveness and diplomacy.
- Meetings and Presentations.
- Plan and organize meetings.
- Effective presentation skills.
- Use visual aids and technology.

Unit 3: Time Management and Organizational Skills:

- Time Management Techniques.
- Prioritize tasks and activities.
- Setting SMART goals.
- Time-blocking and scheduling.
- Organizational Skills.
- Declutter and organize the workspace.
- File systems and document management.
- Digital organization tools and software.
- Delegation and Teamwork.
- Principles of Effective Delegation.
- Team collaboration and coordination.
- Monitor and feedback.
- Stress Management.
- Identify sources of stress.
- Stress reduction techniques.
- Work-life balance.

Unit 4: Technology and Office Equipment

- Office Technology Essentials.
- Overview of office equipment computers, printers, scanners.
- Basic troubleshooting and maintenance.
- Software and applications for office productivity.
- Microsoft Office Suite.
- Advanced features of Word, Excel, and PowerPoint.
- Create and manage spreadsheets.
- Design professional presentations.
- Digital Communication Tools.
- Email management systems.
- Instant messaging and video conferencing.
- Collaborative platforms e.g., Google Workspace, Microsoft Teams.
- Data Security and Privacy.
- Protect sensitive information.
- Cybersecurity best practices.
- Compliance with data protection regulations.

Unit 5: Records and Information Management

- Principles of Records Management.
- Importance of records management.
- Types of records and retention schedules.
- Records lifecycle.
- Filing Systems and Techniques.
- Alphabetic and numeric filing systems.
- Digital filing systems.
- Index and catalog.
- Information Retrieval and Archiving.
- Efficient retrieval methods.
- Archive procedures.
- Disposal and destruction of records.
- Compliance and Legal Considerations.
- Understand legal requirements.
- Audit and monitoring records.
- Ensure compliance with regulations.