



## Effective Administrative Skills

20 - 24 Oct 2024  
Kuala Lumpur (Malaysia)



# Effective Administrative Skills

**Ref.:** 15661\_319446 **Date:** 20 - 24 Oct 2024 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction:

Effective administrative skills are crucial for organizational success in today's dynamic and fast-paced business environment. This advanced training course will equip participants with the administrative skills to excel and drive their organizations forward. The course combines theoretical knowledge with practical applications, providing a comprehensive understanding of modern administrative functions.

## Targeted Groups:

This course is ideal for experienced administrative professionals, office managers, executive assistants, and other administrative staff who aspire to enhance their skills and take on more significant organizational responsibilities. It is also suitable for individuals preparing for higher-level administrative roles.

## Course Objectives:

At the end of this course, the participants will be able to:

- Demonstrate advanced administrative and organizational skills.
- Utilize effective communication strategies within the workplace.
- Implement time management and productivity techniques.
- Manage projects and events efficiently.
- Handle office technology and software with proficiency.
- Develop leadership and decision-making capabilities.

## Targeted Competencies:

- Advanced organizational and planning skills.
- Effective communication and interpersonal skills.
- Time management and prioritization.
- Project and event management.
- Proficiency in office technology and software.
- Leadership and decision-making skills.

## **Course Content:**

### **Unit 1: Strategic Planning:**

- Understanding the importance of strategic planning in administrative roles, setting long-term goals, and aligning them with organizational objectives.
- Task Management: Prioritizing tasks, creating effective to-do lists, and utilizing task management software.
- Resource Allocation: Efficiently allocating resources, including time, budget, and personnel, to achieve organizational goals.
- Workflow Optimization: Streamlining processes and workflows to enhance productivity and reduce inefficiencies.
- Documentation and Record Keeping: Best practices for maintaining accurate records and documentation.

### **Unit 2: Effective Communication Strategies:**

- Verbal and Non-Verbal Communication: Enhancing verbal and non-verbal communication skills to convey messages clearly and effectively.
- Business Writing: Writing professional emails, reports, and memos clearly and precisely.
- Active Listening: Developing active listening skills to understand and respond to the needs of colleagues and clients.
- Conflict Resolution: Techniques for managing and resolving conflicts in the workplace.
- Public Speaking and Presentation Skills: Delivering impactful presentations and public speeches.

### **Unit 3: Time Management and Productivity Techniques:**

- Time Management Tools: Utilizing calendars, planners, and time-tracking software to manage time effectively.
- Prioritization Techniques: Identifying and focusing on high-priority tasks to maximize productivity.
- Delegation: Learning to delegate tasks effectively to team members.
- Avoiding Procrastination: Strategies to overcome procrastination and maintain focus.
- Work-Life Balance: Achieving a healthy balance between professional responsibilities and personal life.

### **Unit 4: Project and Event Management:**

- Project Planning: Steps for planning and initiating successful projects.
- Budget Management: Creating and managing budgets for projects and events.
- Risk Management: Identifying and mitigating potential risks in project execution.
- Event Coordination: Organizing and managing corporate events, meetings, and conferences.
- Evaluation and Feedback: Assessing project outcomes and gathering feedback for continuous improvement.



## Unit 5: Proficiency in Office Technology and Software:

- Office Software Mastery: Advanced skills in Microsoft Office Suite, Google Workspace, and other essential software.
- Data Management: Effective data entry, analysis, and reporting using databases and spreadsheets.
- Digital Communication Tools: Utilizing email, video conferencing, and collaboration tools efficiently.
- Cybersecurity Awareness: Understanding and implementing basic cybersecurity measures to protect organizational data.
- Tech Troubleshooting: Basic troubleshooting skills for common office technology issues.



**Registration form on the :  
Effective Administrative Skills**

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Complete & Mail or fax to Mercury Training Center at the address given below

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**Person Responsible for Training and Development**

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