



## Management and Administration

PIK353-0425 KLM-1



**Place:** Kuala-Lumpur (MALAYSIA) **Venue:**  
**Start Date:** 28-04-2025 **End Date:** 02-05-2025 **PPP:** £4250



## **Management and Administration**

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**If you can't train them,  
you can't blame them!**

### Short Description:

Managing an office has become an increasingly sophisticated and complex job. The increased demand for speed and accuracy, knowledge of new technology and an increasingly diverse work force, bring challenges and also opportunities for growth. This dynamic and indepth course explores some of the more advanced skills which can help an office manager to work more confidently, creatively and effectively. In this programme you will learn how to: • Prioritise your daily responsibilities to achieve maximum output. • Streamline your work practices and office environment. • Communicate effectively and assertively at all levels. • Understand yourself and others thereby improving interactions and relationships. • Use techniques to help you think creatively, solve problems, plan, and make decisions.

### Course Overview:

#### **The Goals:**

#### *Participants attending the programme will:*

- Learn how to prioritise and cope with multiple tasks.
- Learn how to think as a manager – planning, making decisions and solving problems.
- Learn how to improve their communication skills to enhance their relationships.
- Learn to manage your thoughts and feelings and improve self-confidence.
- Learn how to be assertive and therefore more effective in the workplace.
- Understand and develop intrapersonal and interpersonal skills.

#### **The Process:**

The programme will be interactive and practical; with learning methods to suit every kind of learning preference. There will be activities in groups and pairs as well as individual exercises and everyone will get an opportunity to discuss their work challenges in a supportive environment. There will also be opportunity to

practice assertive communication skills through role play and to present a presentation towards the end of the week.

### **The Benefits:**

- Substantial increase in motivation and confidence.
- In-depth understanding of the principles and practices of successful office managers.
- More calm and satisfying work life through stress management and self-awareness.
- Greater self-respect and communication impact through learning to speak assertively.
- Overcoming fear of public speaking and creating an effective presentation.
- Knowing how to get organised and stay on top of your tasks and time.

### **The Results:**

- More proactive confident team players.
- Increased creativity and productivity.
- More motivated customer focused staff.
- Reduced absenteeism and illness through reduced stress levels.
- Greater harmony through increased self-awareness and interpersonal skills.
- More productive meetings and better time management.

### **The Core Competencies:**

- Time Management – prioritizing and productivity.
- Setting up paperwork systems which work.
- Planning, decision making and problem solving skills.
- Communication skills.
- Self-Management – including stress management and emotional intelligence.

### **Program Outline:**

#### ***Day 1: Taking Control of your Work Life***

- Understanding and clarifying purpose, vision and mission.
- The secret to working smarter rather than harder.



- Controlling, prioritising and organising your work.
- Streamlining your office systems.
- Getting your paperwork under control.
- Making your office user friendly and efficient.

## **Day 2: Essential Administrative Skills**

- Harnessing the power of the mind – through Mind Mapping Techniques.
- Managing larger projects to meet deadlines.
- Planning skills – using a Gantt chart to chart work progress.
- Problem solving techniques.
- Decision Making tools.
- Managing meetings effectively.

## **Day 3: Vital Communication Skills**

- Different styles of communication.
- Learning to be more assertive.
- Win-win conflict resolution.
- Understanding and using body language.
- Understanding gender differences in communication.
- Understanding different personality types and how to deal with them.

## **Day 4: Developing as a professional**

- Listening skills – seeking to understand before being understood.
- Creating a professional image.
- Leadership skills.
- How to make presentations with confidence and power.
- Learn the essentials of planning a presentation.
- Best practices for delivering positive feedback.



## **Day 5: Self-Empowerment and Self-Management**

- Understanding the main causes of stress.
- The signs, symptoms, causes and triggers to stress.
- The essential skills of emotional intelligence.
- Using emotional intelligence at work.
- Transforming fear and negativity and reactive-ness.
- Becoming a more proactive, responsible and self-aware person.
- Continuing Professional Development - where to go from here.