

**TRAINING TITLE**

**ADMINISTRATION & OFFICE MANAGEMENT BEST PRACTICE & TECHNOLOGIES**

**Training Duration**

5 days

**Training Venue and Dates**

Ref# SS110	Administration & Office Management Best Practice & Technologies	5	15-19 September 2025	\$6,000	Kuala Lumpur, Malaysia
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In any of 4 or 5 star hotel. Exact venue will be informed later.

**Training Fees**

- \$6,000 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch

**Training Certificate**

Define Management Consultants Certificate of course completion will be issued to all attendees.

**COURSE INTRODUCTION**

A professional Office Manager effortlessly combines a diverse range of responsibilities ensuring that office processes and activities are efficiently and smoothly managed. This course will help you develop an assertive and organized approach to managing people and processes in your office, to facilitate harmonious and productive working. It includes key management skills and planning techniques to improve information flow and achieve objectives.

**COURSE OBJECTIVES:**

At this program's conclusion, participants should be able to:

- ✓ Understand the range of responsibilities and skills required by the office manager.
- ✓ Apply various approaches when dealing with the management of tasks, teams and individuals.
- ✓ Apply techniques to plan and manage workload effectively and achieve objectives.
- ✓ Create and apply a checklist of systems and procedures to aid the smooth running of the office.
- ✓ Apply assertive communication and problem-solving skills.

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## TRAINING METHODOLOGY

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions and motivating everybody to find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of the multiple-choice type will be made available on a daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions

## WHO SHOULD ATTEND?

Appropriate for employees moving from administrative to office management positions or for those already in office management who would benefit from improving their skills in this area.

## COURSE OUTLINE

- The multiple roles and skills of an Office Manager
- The “administrator/process manager” role: ensuring that paperwork, procedures and systems run smoothly.
- The “people/HR manager” role: maintaining thorough employee records (including documentation relating to leave, sick leave and absenteeism) and managing tricky situations in line with current legislation.
- The “project manager” role: managing small scale projects within the office or providing support for larger scale projects undertaken by your company.
- Organizational skills
- Communication and other interpersonal skills
- Image, dress and professionalism
- Time management, planning and prioritizing.
- Problem solving and decision making.
- Stress responses
  
- Understanding and applying company objectives, policies, procedures and protocols
- Practicing exceptional office etiquette
- Engineering administrative processes for efficiency and effectiveness

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- Managing people so that they are happy and productive.
- Office related procurement, supplier contracts and Service Level Agreements
- Business English and email communications
- Travel bookings and general housekeeping activities

NOTE:

**Pre & Post Tests will be conducted.**

**Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.**

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