

## Enhancing Core Skills for Administrators & Secretaries

*Kuala Lumpur (Malaysia)*

*8 - 12 September 2025*

UK Training

# PARTNER



## Enhancing Core Skills for Administrators & Secretaries

Code: SA28 From: 8 - 12 September 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

The role of Administrators and Secretaries requires many of the same skills as senior staff in an organization. They are often responsible for managing the organization's correspondence and are frequently the first point of contact for visitors. As a result, they must always present a highly professional image.

This training course equips Administrators and Secretaries with the necessary skills to enhance their interpersonal and behavioral competencies, ensuring they stay on top of their responsibilities. Participants will gain the skills, knowledge, and behaviors to organize their work more efficiently, handle situations confidently, and approach their tasks with a proactive mindset.

### Course Objectives

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

- Understand the importance of effective administration skills within an organization.
- Develop the skills required to be a professional administrator or secretary.
- Manage time efficiently and think proactively to enhance productivity.
- Improve communication and interpersonal skills to foster positive workplace relationships.
- Develop self-management techniques and deal effectively with time-wasters.
- Learn how to be assertive and build a strong rapport with your manager.
- Play a proactive role in handling responsibilities within a team environment.

### Course Outlines

#### Day 1: Effective Time Management

- Understanding the importance of time management in the workplace.
- How to control, prioritize, and organize tasks.
- Coping with large tasks and ensuring an efficient work environment.
- Basic project management techniques for administrators.
- Taking control and remaining focused.

#### Day 2: Improving Communication Skills

- Why communication skills are crucial for administrative roles.
- Understanding different means of communication in business settings.
- Using the right vocabulary for effective communication.
- Writing professionally and improving business writing skills.
- Enhancing listening skills and overcoming barriers to effective communication.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**

### Day 3: Assertiveness Skills

- What is assertiveness, and why is it important?
- Building the confidence to practice assertiveness in the workplace.
- Understanding gender differences in communication styles.
- Practical advice on using assertiveness techniques in your work environment.
- Handling stress and maintaining composure.

### Day 4: Successfully Working with Managers and Colleagues

- Why is this collaboration critical for career growth?
- Learning strategies to manage your manager's expectations.
- Coping with different work personalities and managing diverse styles.
- Recognizing your strengths and areas for improvement.
- Delegating tasks effectively and efficiently within teams.

### Day 5: Organizing and Planning for Superior Performance

- Setting challenging performance goals and KPIs.
- Implementing planning strategies to achieve objectives.
- Prioritizing tasks to maximize productivity.
- Developing a personal action plan to ensure career growth.

### Why Attend This Course: Wins & Losses!

- Master essential administrative skills that will improve your overall work performance.
- Develop communication skills that will help you manage correspondence more effectively.
- Learn how to handle time effectively and increase personal productivity.
- Enhance your self-management techniques and become more efficient.
- Learn to become more assertive, which will help you interact more effectively with your manager and colleagues.
- Gain skills for delegating tasks and collaborating in a team to achieve better outcomes.

### Conclusion

This course is an excellent opportunity for administrative professionals to enhance their leadership and organizational abilities. By improving your time management, communication, and assertiveness skills, you will be better equipped to manage your day-to-day responsibilities and achieve career success.

Sign up now to unlock your full potential and make a positive impact within your organization.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board has a checkered pattern and concentric circles in the background.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**



## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients

 <p><b>MANNAI CORPORATION</b> MANNAI Trading Company WLL, Qatar</p>	 <p><b>GAC</b> UNE FILIALE D' EGA Alumina Corporation Guinea</p>	 <p><b>Booking.com</b> Booking.com Netherlands</p>	 <p><b>OXFAM</b> Oxfam GB International Organization, Yemen</p>	 <p><b>Capital Markets Authority</b> Kuwait</p>
 <p><b>Waltersmith</b> Waltersmith Petroman Oil Limited Nigeria</p>	 <p><b>QNB</b> Qatar National Bank (QNB), Qatar</p>	 <p><b>Qatar Foundation</b> Qatar</p>	 <p><b>AFRICAN UNION ADVISORY BOARD ON CORRUPTION</b> Tanzania</p>	 <p><b>KFAS</b> Kuwait Foundation for the Advancement of Sciences KFAS Kuwait</p>
 <p><b>Reserve Bank of Malawi</b> Malawi</p>	 <p><b>Central Bank of Nigeria</b> Nigeria</p>	 <p><b>Ministry of Interior Kingdom of Saudi Arabia</b> Ministry of Interior, KSA</p>	 <p><b>Mabruk Oil Company</b> Libya</p>	 <p><b>Saudi Electricity Company</b> KSA</p>
 <p><b>BPKH</b> Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p><b>NATO Italy</b></p>	 <p><b>ENI</b> ENI CORPORATE UNIVERSITY, Italy</p>	 <p><b>GULF BANK</b> Gulf Bank Kuwait</p>	 <p><b>General Organization for Social Insurance</b> KSA</p>
 <p><b>Defence Space Administration</b> Nigeria</p>	 <p><b>National Industries Group (Holding),</b> Kuwait</p>	 <p><b>Hamad Medical Corporation</b> Qatar</p>	 <p><b>USAID</b> Pakistan</p>	 <p><b>STC</b> STC Solutions, KSA</p>
 <p><b>North Oil Company</b> North Oil company,</p>	 <p><b>EKO Electricity</b></p>	 <p><b>OMAN BROADBAND</b> Oman Broadband</p>	 <p><b>UNITED NATIONS</b> UN.</p>	 <p><b>Authority for Electricity Regulation, Oman</b> Authority for</p>

UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Artificial Intelligence (AI)  
Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training  
**PARTNER**

