

Certified Professional in Administration and Office  
Management

*Kuala Lumpur (Malaysia)*

*20 - 24 January 2025*

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## Certified Professional in Administration and Office Management

Code: SA28 From: 20 - 24 January 2025 City: Kuala Lumpur (Malaysia) Fees: 3900 Pound

### Introduction

Being an administrator of operations and coordinating how, when, and who does what within a team, is a highly skilled activity filled with many challenges. This Blackbird training course will provide a unique opportunity to master the skills required for this job, from the macro to the micro. From the leadership and management abilities to think big and organize, to the technical skills to plan and create procedures, along with the more subtle skills of communicating clearly and confidently with others.

### Certified Professional in Administration and Office Management Course Objectives

- Analyze and improve office policies and procedures
- Develop creative solutions to problems and make decisions
- Speak confidently and clearly in any public situations
- Stay calm and communicate assertively with even the most difficult people
- Delegate effectively and lead and motivate a team

### Course Outlines of Certified Professional in Administration and Office Management

#### Day 1

##### Administrative Operations and Coordinators at Work

- Defining the tasks, skills, and mindsets to be great at the job
- Managing your roles, relationships, resources, and responsibilities
- Motivating yourself and others to achieve excellence at work
- Managing your time and tasks effectively
- Thinking like a manager and leader - changing your self-image

#### Day 2

##### Working with Others

- Excellent E-communications - from emails to online meetings
- Assertive communication - express yourself with confidence and consideration for others
- Dealing with difficult people and situations
- Personality types at work
- Emotional Intelligence

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- Staying calm in a crisis

### Day 3

#### Getting Organised

- Streamlining your procedures and policies
- Thinking clearly - using mind mapping to see the big picture and the details
- Basic Project Management Skills
- Taking advantage of technology to manage your workload
- Keeping your manager/s organized
- Diary and travel management

### Day 4

#### Administrative Tool Kit

- Solving problems and thinking creativity
- Making decisions - logical and intuitively
- Delegating to get things done through others
- Giving feedback that motivates others to change
- Listening like you mean it
- Handling conflict situations smoothly

### Day 5

#### Becoming a Professional

- Building your brand and reputation
- Becoming a leader
- Leadership styles
- Empowering others
- Presenting yourself in public
- How to structure a presentation
- Using visuals to help make an impact
- Continued learning

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Management & Leadership  
Agile and Refinement

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