BLACKBIRD FOR TRAINING

Office Management & Effective Administration Skills

8 – 12 November 2027
Kuala Lumpur (Malaysia)



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Introduction

Managing an office has evolved into a more sophisticated and intricate task in today's fast-paced and diverse business environments. With the increased demand for speed, accuracy, technological knowledge, and handling a dynamic workforce, office management poses numerous challenges but also opens up opportunities for growth. This advanced training course explores key skills that can help office managers perform their duties confidently, creatively, and effectively.

The Office Management & Effective Administration Skills course is designed to refine the skills required to excel as an Office Manager, Administrator, or Executive Secretary. This course will cover vital interpersonal and behavioral skills necessary to handle various management styles and situations. Participants will also learn how to maintain control while dealing with conflicting priorities, an essential trait for any successful office manager. By becoming more effective in your role, you'll not only make your job easier but also increase your value to your managers and stakeholders. As an office manager, multitasking is essential, but so is being indispensable—knowing exactly who to call to resolve challenges swiftly and effectively. This course will equip you with the tools to be an organized, communicative, and proactive manager, capable of handling any challenge.

Course Objectives

Upon completing this course, participants will:

- Enhance their understanding of their role and how it contributes to the organization's success.
- Analyze their working relationships and develop effective communication strategies.
- Develop personal organization and interpersonal skills to improve workplace interactions.
- Create an action plan to help themselves, their boss, and colleagues work more efficiently.
- Learn how to prioritize tasks and cope with multiple deadlines and responsibilities.
- Develop critical thinking and decision-making skills to handle pressure and make effective decisions.
- Apply practical communication techniques to strengthen relationships.
- Learn how to manage challenging behaviors with assertiveness.



Course Outlines

Day 1: Taking Control of Your Work Life

- Understanding and clarifying purpose, vision, and mission.
- The secret to working smarter, not harder.
- Prioritizing and organizing tasks efficiently.
- Streamlining office systems to improve workflow.
- Managing paperwork and making your office more user-friendly.
- Mastering customer service skills external and internal.
- Gaining insight into your strengths and weaknesses.

Day 2: Essential Administrative Skills

- Harnessing the power of the mind through Mind Mapping Techniques.
- Managing larger projects and meeting deadlines with Gantt charts.
- Problem-solving tools and techniques.
- Decision-making methods for better outcomes.
- Leading and organizing effective meetings.
- Using the Right Brain/Left Brain Theory for better planning and problem-solving.
- Managing tasks when working with more than one manager.

Day 3: Vital Communication Skills

- Different styles of communication and when to use them.
- Developing assertiveness to resolve conflicts and strengthen communication.
- Understanding body language to improve interactions.
- Recognizing gender differences in communication.
- Handling different personality types effectively.
- Communicating with confidence and clarity.

Day 4: Developing as a Professional

- Listening skills: seeking to understand before being understood.
- Creating a strong professional image.
- Developing leadership skills to manage effectively.
- Making presentations with confidence and power.
- Best practices for delivering positive feedback.
- Offering corrective feedback in a constructive way.



Day 5: Self-Empowerment and Self-Management

- Recognizing the main causes of stress and how to manage it.
- Understanding the signs, symptoms, and triggers of stress.
- Developing emotional intelligence for better workplace dynamics.
- Becoming more proactive, responsible, and self-aware.
- Continuing professional development and building self-confidence.
- Learning how to deal with difficult situations with strength.

Why Attend This Course: Wins & Losses!

- Deep understanding of office management: Learn key skills that will make you an indispensable office manager, capable of navigating complex tasks and priorities with ease.
- Master the art of managing projects, prioritizing tasks, and handling multiple deadlines effectively.
- Enhance your problem-solving and decision-making abilities to tackle workplace challenges head-on.
- Improve your communication skills to ensure smooth interactions across departments and with colleagues.
- Build confidence and leadership skills that will allow you to handle challenging situations with poise.
- Develop emotional intelligence to create a positive work environment and manage conflicts effectively.
- Learn to manage office dynamics and gain valuable insights into various management styles.

Conclusion

The Advanced Office Management & Effective Administration Skills training course is designed to provide you with the essential tools and strategies to become an expert office manager. Through this course, you will gain valuable insights into project management, conflict resolution, and effective communication. You'll also master techniques for improving time management and managing stress—key components to thriving in an office management role.

By participating in this course, you'll enhance your skills to handle complex office environments, solve problems with confidence, and improve team dynamics. Investing in this training will not only improve your performance but also position you as an essential asset to your organization. This is the ideal course for anyone looking to strengthen their abilities in office management and become a proactive, highly-efficient leader.

