

The Integrated System for Secretarial and Office  
Management

*Kuala Lumpur (Malaysia)*

*31 March - 4 April 2025*

UK Training

**PARTNER**



# The Integrated System for Secretarial and Office Management

Code: LM28 From: 31 March - 4 April 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

## Introduction

This training course provides a comprehensive and practical overview of the integrated system for secretarial and office management. The course aims to enhance participants' skills and knowledge, enabling them to perform their duties efficiently and professionally. It covers a broad range of topics, including the fundamentals of secretarial work, time management, file organization, effective communication, and the use of technology in office tasks. This course is designed to develop participants' capabilities in the modern work environment and equip them with the tools and techniques needed to boost productivity and improve overall performance.

## Course Objectives

- Develop essential secretarial and administrative skills: Acquire the knowledge and competencies needed to perform administrative tasks effectively.
- Enhance time management and task organization skills: Learn strategies for time management and prioritizing tasks for optimal performance.
- Improve effective communication skills in the workplace: Strengthen the ability to communicate clearly and efficiently with colleagues and management.
- Master the use of modern technology in office tasks: Gain proficiency in using advanced tools and technology for office work.
- Increase overall productivity and efficiency in performing office and administrative duties: Apply advanced strategies to boost productivity and achieve optimal work performance.

## Course Outlines

### Day 1: Introduction to Secretarial and Office Management

- Understanding the meaning of secretary and the importance of their role in the administrative system.
- Identifying the core duties and responsibilities of an office manager.
- Techniques for office organization and file management.
- Basics of time management and task prioritization.
- Effective communication skills in the workplace.

### Day 2: Modern Office Management Tools and Techniques

- Overview of advanced office management tools and their applications.
- Handling emails and phone communications efficiently.
- Preparing and organizing meetings and events.
- Strategies for managing pressure and multitasking effectively.

The logo for UK Training Partner, featuring the text 'UK Training' in a smaller font above the word 'PARTNER' in a large, bold, black font. The background is a stylized chessboard with several chess pieces (a king, a queen, a rook, and a knight) in gold and silver, set against a background of concentric circles.

- Professional writing skills and report preparation.

### Day 3: Managing and Organizing Daily Schedules

- Efficient methods for scheduling and organizing daily tasks.
- Preparing for meetings and setting agendas professionally.
- Effective interaction with colleagues and managers.
- Strategies for handling clients and visitors.
- Using basic computer programs for office tasks.

### Day 4: Planning and Organizing Office Projects

- Best practices for managing and coordinating office projects.
- Techniques for managing electronic archives and documents.
- Presentation skills for effective delivery.
- Negotiation skills and problem-solving strategies.
- Building successful and long-lasting work relationships.

### Day 5: Strategies for Personal Productivity Improvement

- Methods for improving personal productivity in the workplace.
- Approaches for professional development and continuous learning, such as office management training courses.
- Performance evaluation and strategies for goal achievement.
- Managing and adapting to change in the workplace.
- Comprehensive review and practical applications of learned concepts.

### Conclusion

This course is designed to enhance participants' capabilities in office management and secretarial work by integrating advanced techniques in project management and utilizing integrated leadership systems to optimize performance. Participants will gain an understanding of office manager duties, learn how to use system integration solutions in their workflow, and be equipped with strategies for effective risk management and office project planning. By the end of the course, participants will be ready to take on office manager positions and earn certifications that enhance their career prospects in administrative and project management roles.

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