

# € TRAINING

Office Management and Secretarial Skills



18 - 22 November 2024  
Kuala Lumpur (Malaysia)



# Office Management and Secretarial Skills

REF: K1419 DATE: 18 - 22 November 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program is designed to equip participants with the essential competencies needed to excel in administrative roles. Through the program, participants are adept at utilizing technology, managing tasks, and fostering a professional work environment.

## Program Objectives:

At the end of this program, participants will be able to:

- Appreciate the value and importance of their role.
- Use communication skills to their advantage and to the benefit of their organization.
- Develop self-leadership and interpersonal skills to increase their management potential.
- Be more effective at managing their time and their Executive's time.
- Apply stress management and emotional intelligence strategies in all interactions.

## Targeted Audience:

- Executive Secretaries.
- Personal Assistants.
- Office Managers and Team Leaders.
- Administrative Assistants and Co-coordinators.
- Business Support Executives.

## Program Outlines:

### Unit 1:

#### Efficient Document Organization and Archiving:

- Understanding the importance of office communications and document archiving.
- Identifying key characteristics for effective document conservation.
- Implementing systems for document supervision and management.

- Utilizing classification, coding, and indexing techniques for efficient organization.
- Leveraging modern tools and techniques for document circulation, preservation, and retrieval.

## Unit 2:

### Proficient Report and Correspondence Preparation:

- Exploring the concept and types of correspondence and reports.
- Recognizing the significance of reports for effective management.
- Developing writing and reading skills essential for report preparation.
- Understanding the components and structure of a well-written report.
- Utilizing computer tools for drafting and formatting correspondence and reports.

## Unit 3:

### Modern Secretarial Skills Mastery:

- Embracing the role of Administrative Assistants in various enterprises.
- Enhancing communication skills crucial for secretarial offices.
- Mastering agenda and meeting minutes preparation, and travel organization.
- Streamlining office work procedures and prioritizing tasks effectively.
- Harnessing modern hardware, software, and office tools for efficient secretarial tasks.

## Unit 4:

### Executive Office Management Excellence:

- Understanding the administrative processes within an office.
- Defining the tasks, responsibilities, and attributes of office managers and executive secretaries.
- Developing effective communication and time management skills.
- Organizing meetings, travel arrangements, and handling phone calls and visitors.
- Implementing office equipment, techniques, and procedures for smooth operations.

## Unit 5:



### Advanced Electronic Secretarial Techniques:

- Exploring recent trends and modern techniques in secretarial work.
- Mastering computer-based correspondence and report preparation.
- Organizing and managing information electronically.
- Utilizing electronic tools for scheduling meetings, managing archives, and tasks.
- Leveraging electronic communications platforms such as email and intranet for efficient office communication.