

€ TRAINING

Office Management and Secretarial Skills



7 - 11 April 2025
Kuala Lumpur (Malaysia)



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REF: K1419 DATE: 7 - 11 April 2025 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

This training program delves into the advanced practices and techniques essential for efficient secretarial and office management, ensuring smooth administrative operations in modern workplaces. Through it, participants will gain expertise in managing executive offices and leveraging advanced electronic tools, enabling them to excel in dynamic organizational environments.

Program Objectives:

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

- Implement efficient document organization and archiving systems using modern tools and techniques.
- Prepare professional reports and correspondence with effective writing and formatting skills.
- Master essential secretarial skills, including communication, task prioritization, and meeting coordination.
- Manage executive office operations effectively, focusing on time management and administrative procedures.
- Leverage advanced electronic tools and platforms for streamlined office communication and information management.

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.
- Techniques for 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.
- Techniques for 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.