



Asia Masters Center

Advanced Office Management & Effective Administration Skills



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Advanced Office Management & Effective Administration Skills

➔ Course Objective

- Learn how to priorities and cope up with multiple tasks
- Learn how to think as a manager – planning, making decisions and solving problems
- Learn how to improve their communication skills to enhance their relationships
- Learn how to manage your thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace
- Understand and develop intrapersonal and interpersonal skills

➔ Target Audience

- Office Managers
- Team leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PA's



Course Outline

- DAY 1
- Taking Control of Your Work Life
- Introductions – Getting to know each other
- Understanding and clarifying purpose, vision and mission
- External and internal customer service
- The secret to working smarter rather than harder
- Using high leverage activities to achieve more in less time
- Controlling, prioritising and organising your work
- Making a long term plan to create the best office in the company
- Streamlining your office systems
- Getting your paperwork under control
- Making your office user-friendly and efficient
- DAY 2
- Essential Administrative Skills
- Harnessing the power of the mind – through Mind Mapping Techniques
- Right brain/left brain theory
- Managing larger projects to meet deadlines
- Planning skills – using a Gantt chart to chart work progress
- Problem solving techniques
- Becoming more proactive
- Decision-making tools
- Managing meetings effectively
- Keeping minutes of a meetings
- Working with more than one manager



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- DAY 3
- Vital Communication Skills
- Common communication mistakes
- Different styles of communication
- Communicating with confidence
- Learning to be more assertive
- Win-win conflict resolution
- The most effective way to say no
- Understanding and using body language
- Understanding gender differences in communication
- Overcome biases and discomfort associated with exercising power
- Understanding different personality types and how to deal with them
- How to create an effective working relationship with any kind of boss
- DAY 4
- Developing as a Professional
- Listening skills – seeking to understand before being understood
- The number one reason we don't listen well
- Creating a professional image
- Leadership skills
- Knowing and accepting yourself as a leader
- Making things happen from anywhere in the organization
- How to make presentations with confidence and power
- Overcoming the fear of public speaking
- Learn the essentials of planning a presentation
- How to hold the attention of a group
- Painless methods for giving corrective feedback
- Best practices for delivering positive feedback



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- DAY 5
- Self-Empowerment and Self-Management
- Understanding the main causes of stress
- How to build self-confidence and to strengthen the ability to respond to difficult situations
- How to relax and refresh the mind and body
- The signs, symptoms, causes and triggers to stress
- Why stress is a powerful messenger
- How to break the vicious cycle of stressful thinking
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-sens
- Becoming a more proactive, responsible and self-aware person
- Continuing Professional Development – where to go from here

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.



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➔ The Cost Of The Training Program Includes The Following:

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

Communicate with the training department
to know the participation fees

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null