

Enhancing Core Skills for Administrators & Secretaries

Secretary & Admin
Kuala Lumpur (Malaysia)
08 - 12 Sep 2025

UK Training

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Enhancing Core Skills for Administrators & Secretaries

Ref: 321534_130949 **Date:** 08 - 12 Sep 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

Course Description

This intensive 5-day course is designed to equip administrators and secretaries with essential skills to excel in their roles. Participants will enhance their capabilities in time management, communication, organization, and technology use. The program focuses on practical applications to improve workplace efficiency and effectiveness.

Learning Objectives

- Develop advanced time management and prioritization techniques
- Enhance written and verbal communication skills
- Master organizational strategies for improved efficiency
- Leverage technology to streamline administrative tasks
- Strengthen interpersonal skills for better workplace relationships
- Cultivate a proactive and problem-solving mindset

Course Modules

Day 1: Effective Time Management

- Understanding time management principles
- Prioritization techniques and tools
- Managing multiple tasks and deadlines
- Overcoming procrastination and distractions

Day 2: Advanced Communication Skills

- Professional writing and email etiquette
- Effective verbal communication strategies
- Active listening and feedback techniques
- Handling difficult conversations

Day 3: Organizational Excellence

- Creating efficient filing and record-keeping systems
- Managing calendars and scheduling
- Planning and coordinating meetings and events
- Developing standard operating procedures

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on it. The text 'UK Training PARTNER' is overlaid on the board.

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Day 4: Technology and Administrative Tools

- Mastering essential office software
- Utilizing project management tools
- Leveraging cloud-based collaboration platforms
- Implementing automation for routine tasks

Day 5: Professional Development and Workplace Dynamics

- Building professional relationships and networking
- Developing a proactive problem-solving approach
- Managing up and supporting executives effectively
- Continuous learning and career advancement strategies

Practical Wins for Participants

- Implement a personalized time management system
- Create templates for common administrative documents
- Develop a comprehensive meeting planning checklist
- Design an action plan for ongoing professional development

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight nearby. In the background, there are concentric circles emanating from a point on the board.

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