BLACKBIRD FOR TRAINING

# Essential Management Skills for Administrative Officers

12 – 16 July 2027
Bangkok (Thailand)

UK Traininig
PARTNER



# Essential Management Skills for Administrative Officers

**Ref:** 32099_156226 **Date:** 12 – 16 July 2027 **Location:** Bangkok (Thailand) **Fees:** 5400 GBP

## Why This Course

Administrative officers today play a critical role in supporting organizational success. As responsibilities expand beyond routine tasks, administrative professionals are increasingly expected to lead teams, coordinate operations, manage performance, and contribute to a productive workplace culture.

To excel in these evolving roles, strong managerial capabilities—rooted in leadership, communication, and problem-solving—are essential.

The Administrative Officers Management Skills Program is a focused 1-week course designed to develop the core competencies needed to transition into effective management. Through practical frameworks, interactive activities, and real-world insights, participants will gain the confidence and skills required to lead teams, optimize performance, and navigate workplace challenges.

## What You'll Learn and Practice

By completing this program, participants will be able to:

- Apply key leadership principles and recognize different management styles
- Communicate effectively and strengthen professional interpersonal relationships
- Manage team performance, address challenges, and resolve conflicts proactively
- Use time management, delegation, and decision-making tools to enhance productivity
- Understand and apply change management principles within administrative environments

## The Program Flow

### Day 1 - Foundations of Management

- Transitioning from administrative roles to managerial responsibilities
- Understanding management styles and when to apply them
- Developing personal leadership competencies and self-awareness
- Setting clear goals and creating actionable development plans



### Day 2 - Effective Communication & Interpersonal Skills

- Enhancing verbal, written, and non-verbal communication
- Practicing active listening and delivering constructive feedback
- Conflict resolution, negotiation, and managing difficult conversations
- Building strong professional relationships across the organization

### Day 3 - Team Management & Motivation

- Understanding team dynamics and stages of team development
- Strategies for building high-performing and cohesive teams
- Motivational techniques to engage and inspire team members
- Managing diverse, hybrid, and remote teams effectively

### Day 4 - Performance Management & Problem-Solving

- Setting performance standards and clear expectations
- Conducting meaningful performance evaluations and coaching sessions
- Addressing underperformance with fairness and professionalism
- Structured problem-solving and confident decision-making

### Day 5 - Time Management & Organizational Skills

- Practical prioritization and time optimization techniques
- Delegation frameworks to distribute tasks effectively
- Managing projects, deadlines, and administrative workflows
- Adapting to organizational change and supporting transition efforts

## Practical Wins for Participants

Participants will complete the program able to:

- Lead and motivate administrative teams with greater clarity and confidence
- Communicate effectively with colleagues, managers, and stakeholders
- Apply practical tools to manage time, workload, and delegation more efficiently
- Resolve workplace conflicts and enhance overall team performance

## Organizational Impact

Organizations benefit through:

- More capable and confident administrative leaders
- Improved team performance and smoother operational workflows
- Enhanced communication and collaboration across departments
- Stronger change readiness and employee engagement



## Training Methodology

This program incorporates:

- Real-world case studies from administrative and corporate environments
- Interactive discussions, group exercises, and role-play scenarios
- Leadership assessments and practical toolkits for daily use
- Expert facilitation with actionable, hands-on guidance

## Beyond the Course

Participants return equipped to:

- Take on greater managerial responsibilities with competence and professionalism
- Support organizational objectives through improved team leadership
- Create a more organized, efficient, and positive workplace environment
- Confidently handle challenges and drive administrative excellence

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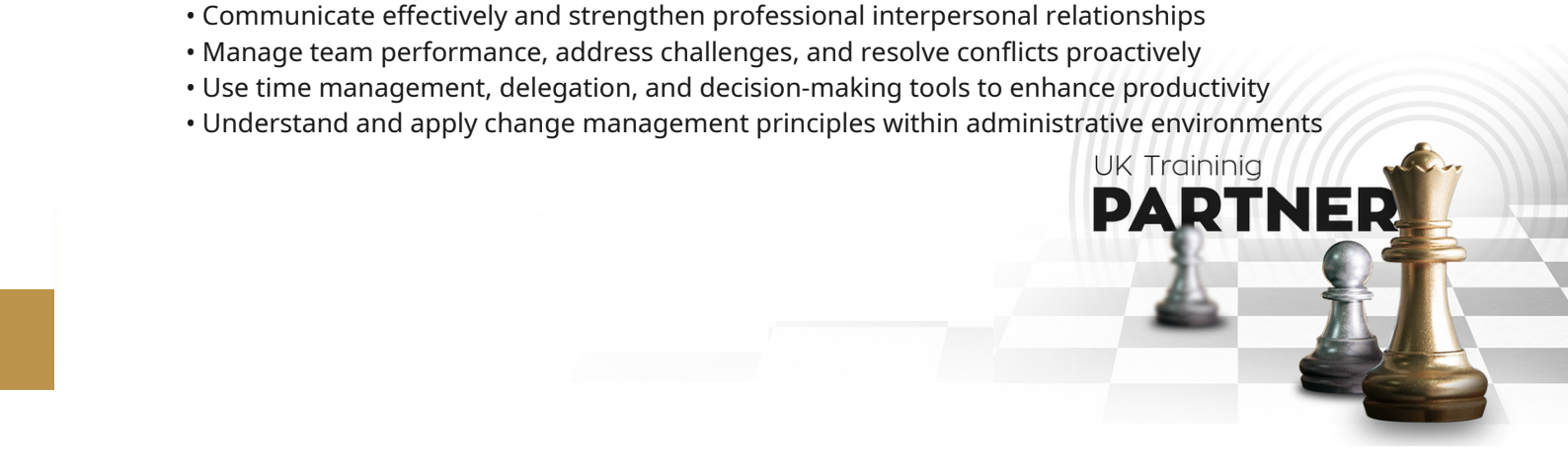
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