Strategic HR Administration and Office Management Training Course



07 - 11 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HR7380_36141

Course Introduction / Overview:

This comprehensive training course is designed to bridge the critical gap between human resources administration and efficient office management, transforming them from support functions into strategic assets for organizational success. In today's dynamic business environment, the seamless integration of these two domains is paramount for fostering a productive, compliant, and positive workplace culture. This program moves beyond routine tasks to instill a strategic mindset, empowering participants to manage HR processes and office operations with foresight and precision. Drawing on principles from leading thinkers like Dave Ulrich, who in his book "Human Resource Champions" redefined HR's role as a strategic partner, this course emphasizes proactive problem-solving and value creation. Participants will explore everything from legal compliance in HR documentation to optimizing workplace logistics and communication. At BIG BEN Training Center, we have meticulously crafted a curriculum that equips professionals with the skills to not only manage daily responsibilities but also to contribute significantly to their organization's strategic objectives, ensuring operational excellence and robust human capital management. This course is the definitive guide for professionals aiming to master the synergy between people and processes.

Target Audience / This training course is suitable for:

- HR Administrators and Assistants.
- Office Managers and Supervisors.
- Administrative Coordinators and Officers.
- Executive Assistants and Personal Assistants.
- Team Leaders and Departmental Secretaries.
- Professionals new to HR or office management roles.
- Small business owners responsible for HR and administration.
- Operations support staff seeking to broaden their skills.

Target Sectors and Industries:

- Technology and IT Services.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Governmental bodies and Public Sector organizations.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

- Human Resources Department.
- Administration and General Services Department.
- Operations Department.
- Executive and Senior Management Support Teams.
- Finance and Accounting Departments (for administrative functions).
- Legal and Compliance Departments.
- Facilities Management Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement efficient office management procedures and policies.
- Manage the complete employee lifecycle administration from onboarding to offboarding.
- Ensure compliance with labor laws and data protection regulations in all HR documentation.
- Streamline administrative workflows to enhance organizational productivity and reduce costs.
- Handle employee records and sensitive information with the utmost confidentiality and accuracy.
- Coordinate office logistics, including vendor management, procurement, and facilities oversight.
- Enhance workplace communication and support a positive and professional environment.
- Provide strategic administrative support to management and contribute to business goals.
- Utilize office technology effectively to improve operational efficiency.
- Master business writing and professional correspondence for internal and external communications.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in the workplace. We believe in an experiential learning approach that moves beyond traditional lectures. The course incorporates a dynamic blend of expert-led presentations, real-world case study analysis, and interactive group discussions where participants can share experiences and solve common challenges collaboratively. Practical exercises, role-playing scenarios, and hands-on workshops are central to the program, allowing attendees to practice new skills in a supportive and guided environment. Participants will receive constructive feedback from the instructor and their peers, fostering continuous improvement throughout the five days. Our approach emphasizes problem-solving and critical thinking, encouraging delegates to develop strategic solutions for their own organizational contexts. This immersive and participatory methodology ensures a deep understanding of both HR administration and office management principles, equipping professionals with the confidence and competence to excel in their roles.

Course Agenda (Course Units):

Unit One: Foundations of Strategic HR and Office Administration

- The integrated role of HR administration and office management.
- Understanding the strategic impact of administrative functions on business success.
- Key responsibilities and competencies for modern administrators.
- Navigating the legal and ethical landscape of HR and office operations.
- Fundamentals of employment law and regulatory compliance.
- Developing effective workplace policies and procedures.
- An introduction to organizational structure and culture.

Unit Two: Mastering Core HR Administrative Processes

- Managing the recruitment and selection support process.
- Designing and executing a seamless employee onboarding experience.
- Best practices for maintaining accurate and confidential employee records.
- Introduction to Human Resources Information Systems (HRIS).
- Administering employee compensation and benefits programs.
- Handling employee relations issues and grievances at the administrative level.
- Managing the employee offboarding and exit interview process.

Unit three: Optimizing Office Operations and Environment

- Principles of effective office layout and space management.
- Streamlining daily office procedures for maximum efficiency.
- Managing office supplies, equipment, and procurement processes.
- Developing strong vendor and contractor relationships.
- Ensuring workplace health, safety, and security compliance.
- Organizing and coordinating meetings, events, and travel arrangements.
- Implementing sustainable and green office practices.

Unit Four: Advanced Communication and Interpersonal Skills

- Mastering professional business writing for emails, memos, and reports.
- Developing effective verbal and non-verbal communication techniques.
- Strategies for managing conflict and difficult conversations in the workplace.
- Building positive working relationships with colleagues and management.
- Providing exceptional internal and external customer service.
- Techniques for effective negotiation and persuasion.
- Presenting information clearly and confidently to various audiences.

Unit Five: Strategic Support and Professional Effectiveness

- Advanced time management, prioritization, and organizational skills.
- Fundamentals of project management for administrative professionals.
- Supporting management with data analysis and report generation.
- Managing administrative budgets and controlling office expenses.
- Embracing technology and digital tools for enhanced productivity.
- Developing a personal action plan for continuous professional growth.
- The future of administrative roles and preparing for change.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the strategic alignment of HR administration and office management functions directly contribute to an organization's competitive advantage rather than just being a cost center?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by holistically integrating the two critical pillars of organizational support, HR administration and office management, into a single, strategic framework. Unlike other programs that address these areas in isolation, this course is built on the premise that their synergy is essential for creating a high-performance work environment. We move beyond the procedural "how-to" and delve into the strategic "why," empowering participants to understand their impact on broader business objectives. The curriculum is uniquely designed to cultivate a proactive and forward-thinking mindset, transforming administrative professionals from task-doers into strategic partners. It emphasizes the development of critical thinking and problem-solving skills through the extensive use of real-world case studies and interactive simulations, rather than just theoretical knowledge. The focus is on practical application, ensuring that participants leave with actionable strategies to enhance efficiency, ensure compliance, and contribute to a positive organizational culture. This course provides a comprehensive perspective that is crucial for modern professionals aiming to add tangible value and advance their careers in a dynamic corporate landscape.