Effective Supervisory Skills for Administrative Staff Training Course



07 - 11 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #OM1268_27123

Course Introduction / Overview:

This training course is meticulously designed to equip administrative supervisors and team leaders with the essential skills required for exceptional leadership and management. In today's dynamic work environment, the role of a supervisor has evolved beyond simple task delegation; it now demands a sophisticated blend of communication, motivation, and strategic thinking. This program delves into the core principles of effective supervision, drawing on established management theories and contemporary best practices. As the renowned management consultant Peter Drucker articulated in his seminal work, "The Practice of Management", management is a discipline that can be learned and mastered. This course translates that philosophy into practical, actionable strategies for the administrative context. Participants will explore how to transition from a team member to a leader, foster a productive team culture, and drive administrative efficiency. BIG BEN Training Center has developed this curriculum to provide a comprehensive toolkit for navigating the complexities of modern supervision, ensuring that graduates can confidently lead their teams to achieve organizational goals and foster a positive, high-performance work environment.

Target Audience / This training course is suitable for:

- Newly appointed administrative supervisors.
- Experienced office managers seeking to refine their skills.
- Senior administrative professionals aspiring to leadership roles.
- Team leaders within administrative or support departments.
- Project coordinators and lead administrative assistants.
- Anyone responsible for overseeing the work of administrative staff.

Target Sectors and Industries:

- Corporate and commercial businesses.
- Government agencies and public sector organizations.
- Healthcare and medical administration.
- Educational institutions, including universities and schools.
- Non-profit and non-governmental organizations.
- Banking, finance, and insurance sectors.
- Technology and telecommunications companies.

Target Organizations Departments:

- Administration and General Services.
- Human Resources.
- Operations and Logistics.
- Finance and Accounting.
- Customer Service and Support.
- Executive and Personal Assistant teams.
- Records Management and Archives.
- Procurement and Purchasing.

Course Offerings:

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

- Understand the core responsibilities and mindset of an effective supervisor.
- Apply different leadership styles to suit various team and individual needs.
- Master clear, concise, and motivational communication techniques.
- Develop strategies for effective delegation and workload management.
- Implement performance management cycles, including setting goals and providing feedback.
- Conduct productive team meetings and one-on-one coaching sessions.
- Resolve workplace conflicts constructively and professionally.
- Lead teams through periods of organizational change.
- Enhance problem-solving and decision-making capabilities.
- Foster a positive and collaborative team culture.

Course Methodology:

The training methodology at BIG BEN Training Center is centered on experiential and participant-focused learning. We believe that supervisory skills are best developed through practice, not just theory. This course utilizes a blended approach that includes interactive presentations, facilitated group discussions, and practical, hands-on activities. Participants will engage in realistic case studies drawn from common administrative challenges, allowing them to analyze complex situations and formulate effective solutions in a supportive environment. Role-playing exercises will be used extensively to practice crucial skills such as giving constructive feedback, managing difficult conversations, and resolving conflicts. Team-based problem-solving activities will encourage collaboration and peer learning. Throughout the program, our expert instructors provide continuous guidance and personalized feedback to ensure each participant can translate the learned concepts into tangible skills applicable to their specific workplace. The emphasis is on creating a dynamic and engaging learning journey that builds both competence and confidence.

Course Agenda (Course Units):

Unit One The Foundations of Administrative Supervision

- Defining the supervisor's role and responsibilities.
- Transitioning from a team member to a team leader.
- Understanding the difference between leadership and management.
- Key competencies of a successful administrative supervisor.
- Setting a clear vision and expectations for your team.
- Building credibility and trust with your team members.
- Avoiding common pitfalls for new supervisors.

Unit Two Effective Communication and Interpersonal Skills

- The principles of professional workplace communication.
- Developing active listening and empathetic response skills.
- Giving and receiving constructive feedback effectively.
- Mastering non-verbal communication and body language.
- Techniques for managing difficult conversations with confidence.
- Communicating effectively across different departments and hierarchies.
- Running efficient and engaging team meetings.

Unit Three Team Motivation and Performance Management

- Understanding the key drivers of employee motivation.
- Applying motivational theories in an administrative setting.
- Setting SMART goals and clear performance standards.
- Conducting effective performance appraisal meetings.
- Developing coaching and mentoring skills to support team growth.
- Recognizing and rewarding employee contributions.
- Addressing underperformance proactively and constructively.

Unit Four Delegation, Time Management, and Problem-Solving

- The art of effective delegation for productivity and development.
- Prioritizing tasks using tools like the Eisenhower Matrix.
- Managing time and deadlines for yourself and your team.
- A structured approach to problem-solving and decision-making.
- Techniques for root cause analysis to address core issues.
- Fostering creative thinking within the team to find innovative solutions.
- Balancing daily operational tasks with long-term strategic goals.

Unit Five Conflict Resolution and Leading a Positive Team Culture

- Identifying the common sources of workplace conflict.
- Strategies for mediating disputes between team members.
- Applying conflict resolution models for win-win outcomes.
- Managing organizational change and its impact on the team.
- Building a resilient and adaptable administrative team.
- Techniques for fostering a culture of collaboration and respect.
- Creating a personal action plan for continuous leadership development.

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 a supervisor balance the need for empathetic leadership with the organizational demand for high performance and results?

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

This course distinguishes itself by moving beyond generic leadership theories to focus specifically on the unique challenges and context of administrative supervision. While many programs offer broad management principles, this curriculum is tailored to the environment where efficiency, accuracy, and process-driven work are paramount. We emphasize practical, real-world application through scenario-based learning, ensuring that participants do not just learn what to do, but how to do it within their daily roles. The content is designed to bridge the critical gap between individual administrative excellence and the ability to lead and develop a high-performing administrative team. Rather than simply presenting a collection of tools, the course fosters a deep understanding of the human dynamics of supervision, focusing on building skills in communication, motivation, and conflict resolution. This approach cultivates supervisors who are not only effective managers of tasks and processes but also inspiring leaders who can build a positive, productive, and resilient team culture capable of supporting the entire organization's objectives.