Advanced Office Administration and Organizational Skills Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRO2479_121514

Course Introduction / Overview:

This comprehensive training course is designed to transform administrative professionals into indispensable assets for their organizations. In today's dynamic business environment, the role of office administration has evolved beyond simple task management to become a cornerstone of operational excellence and workplace efficiency. This program delves into the core competencies required for superior performance, blending foundational principles with advanced strategies. We will explore concepts championed by management thinkers like Peter Drucker, whose insights in "The Effective Executive" emphasize the importance of focus, contribution, and strength-based management, principles that are directly applicable to enhancing administrative effectiveness. Participants will gain a deep understanding of organizational skills, professional communication, and modern office technology. BIG BEN Training Center has meticulously crafted this curriculum to ensure that every module provides practical, actionable skills that can be immediately applied to improve productivity, streamline workflows, and foster a more organized and professional work environment, making participants strategic partners in their organization's success.

Target Audience / This training course is suitable for:

- Office Managers.
- Administrative Assistants.
- Executive Assistants.
- Personal Assistants.
- Secretaries.
- Support Staff and Team Coordinators.
- Project Administrators.
- Individuals aspiring to a career in office administration.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Governmental and Public Sector Organizations.
- Healthcare and Medical Administration.
- Educational Institutions and Academia.
- Non-Profit and Non-Governmental Organizations (NGOs).
- Banking and Financial Services.
- Technology and IT Companies.
- Consulting and Professional Services Firms.

Target Organizations Departments:

- Executive and Senior Management Offices.
- Human Resources Departments.
- Finance and Accounting Departments.
- Operations and Logistics Departments.
- Sales and Marketing Teams.
- Legal and Compliance Departments.
- Customer Service and Front Office Departments.
- Project Management Offices (PMO).

Course Offerings:

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

- Master advanced time management and prioritization techniques to enhance productivity.
- Develop professional business writing and communication skills for clear and effective correspondence.
- Implement efficient digital record and document management systems.
- Coordinate and manage meetings and events with professional precision.
- Apply effective problem-solving and critical-thinking skills to administrative challenges.
- Utilize modern office technology to automate tasks and streamline workflows.
- Enhance interpersonal skills to foster positive and collaborative working relationships.
- Manage office procedures and resources effectively to ensure smooth operations.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants not only learn the theory but can also apply it confidently in their workplace. We move beyond traditional lectures to create a dynamic learning environment built on a foundation of active participation. The course incorporates a blend of expert-led presentations, real-world case studies, and individual and group exercises that challenge participants to apply concepts to tangible scenarios. Team-based activities and collaborative workshops encourage peer-to-peer learning and the sharing of diverse experiences. A significant emphasis is placed on practical application, with sessions dedicated to hands-on practice with organizational tools and communication techniques. Throughout the course, participants will receive constructive feedback from the instructor and peers, fostering continuous improvement. This immersive approach ensures a deep and lasting understanding of advanced office administration and organizational skills, empowering attendees to drive tangible improvements in their professional roles.

Course Agenda (Course Units):

Unit One: The Foundations of Modern Administrative Excellence

- The Evolving Role of the Administrative Professional in the Digital Age.
- Core Competencies for High-Performing Office Professionals.
- Cultivating Professionalism, Ethics, and Confidentiality in the Workplace.
- Fundamentals of Effective Business Communication.
- Understanding and Navigating Corporate Structures and Culture.
- An Overview of Essential Office Technologies and Software.
- Setting Professional Goals and a Path for Career Development.

Unit Two: Mastering Productivity and Organizational Skills

- Advanced Time Management and Workload Prioritization Strategies.
- Applying the Eisenhower Matrix for Urgent and Important Tasks.
- Techniques for Managing Multiple Projects and Deadlines Effectively.
- Digital Organization. Tools for Calendars, Tasks, and Notes.
- Creating and Optimizing Efficient Office Workflows and Systems.
- Strategies for Minimizing Distractions and Managing Interruptions.
- Developing Proactive Habits for Anticipating Needs and Challenges.

Unit Three: Advanced Communication and Interpersonal Dynamics

- Mastering Professional Business Writing and Email Etiquette.
- Developing Powerful Verbal Communication and Active Listening Skills.
- Techniques for Conflict Resolution and Managing Difficult Conversations.
- Building and Maintaining Positive Professional Relationships with Colleagues.
- The Art of Persuasion and Influence in an Administrative Role.
- Understanding Different Communication Styles for Better Collaboration.
- Networking Effectively Within and Outside the Organization.

Unit Four: Core Administrative Systems and Procedures

- Implementing Robust Digital Record and Document Management Systems.
- Best Practices for Planning and Executing Flawless Meetings.
- Professional Minute-Taking Techniques and Action Item Tracking.
- Fundamentals of Event Planning and Corporate Function Coordination.
- Managing Office Supplies, Inventory, and Vendor Relationships.
- Introduction to Basic Financial Administration and Budget Tracking.
- Coordinating Complex Travel Arrangements and Itineraries.

Unit Five: Strategic Support and Professional Advancement

- Enhancing Problem-Solving and Critical-Thinking Capabilities.
- Providing Effective Support for Projects and Team Initiatives.
- Techniques for Information Management, Research, and Reporting.
- Developing Leadership Qualities and Taking Initiative.
- Effective Stress Management and Resilience-Building Techniques.
- Creating a Continuous Professional Development Plan.
- Final Workshop. Building a Personal Action Plan for Implementation.

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:

In an era of increasing automation and AI, how can the administrative professional's role evolve from a supportive function to a strategic partnership within an organization?

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

This course distinguishes itself by moving beyond the procedural aspects of office administration to cultivate a strategic mindset. While many programs focus solely on mastering software or managing tasks, this training course is built on the philosophy that a modern administrative professional is a strategic partner and a central hub of organizational efficiency. We emphasize the development of critical thinking, problem-solving, and interpersonal dynamics, skills that are immune to automation and are increasingly valuable. The curriculum is designed to empower participants to not just react to requests but to proactively anticipate needs, streamline complex workflows, and contribute to broader organizational goals. Rather than just teaching how to take minutes, we teach how to manage a meeting's flow and outcomes. Instead of simply covering email etiquette, we delve into the psychology of professional communication and influence. This holistic approach ensures that graduates are not just proficient administrators but are also confident, proactive, and indispensable contributors to their teams and leaders.