Agile Workflow for Administrative Professionals Training Course

26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRO3611_120109

Course Introduction / Overview:

In today's fast-paced business environment, administrative teams are no longer just support functions but are integral to organizational agility and efficiency. This course is designed to transition administrative professionals from traditional, often reactive, workflows to a proactive, flexible, and value-driven Agile approach. We delve into the core principles of Agile, moving beyond its software development origins to demonstrate its powerful application in administrative contexts. Drawing on the foundational concepts articulated by pioneers like Jeff Sutherland in his book "Scrum: The Art of Doing Twice the Work in Half the Time," this program adapts proven frameworks like Scrum and Kanban for tasks such as event planning, report generation, and stakeholder communication. Participants will learn how to enhance transparency, improve task prioritization, and foster a culture of continuous improvement within their teams. BIG BEN Training Center has meticulously crafted this curriculum to address the unique challenges faced by administrative departments, focusing on practical implementation strategies for streamlining administrative processes, reducing bottlenecks, and significantly boosting team productivity and morale. This training provides a comprehensive roadmap for implementing an Agile workflow that delivers measurable results and aligns administrative functions with strategic business objectives.

Target Audience / This training course is suitable for:

- Administrative Managers and Team Leaders.
- Executive Assistants and Personal Assistants.
- Office Managers and Coordinators.
- Project Administrators and Support Officers.
- Human Resources and Finance Administrators.
- Departmental Secretaries and Clerical Staff.
- Operations Support Professionals.
- Anyone in an administrative or support role seeking to improve efficiency.

Target Sectors and Industries:

- Corporate and Commercial Businesses.
- Healthcare and Pharmaceutical Administration.
- Educational Institutions and Academia.
- Technology and IT Support Departments.
- Financial Services and Banking Operations.
- Governmental Agencies and Public Sector Organizations.
- Non-Profit and Charitable Organizations.
- Consulting and Professional Services Firms.

Target Organizations Departments:

- Executive Administration and C-Suite Support.
- Human Resources and Personnel Departments.
- Finance and Accounting Departments.
- Operations and Facilities Management.
- Project Management Offices (PMO).
- Marketing and Sales Support Teams.
- Legal and Compliance Departments.
- Customer Service and Support Centers.

Course Offerings:

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

- Understand the core principles and values of the Agile mindset.
- Differentiate between Agile frameworks like Scrum and Kanban.
- Adapt Agile ceremonies like daily stand-ups for administrative teams.
- Create and manage a visual workflow using a Kanban board.
- Develop skills in backlog management and task prioritization.
- Implement techniques for continuous improvement and feedback loops.
- Enhance collaboration and communication within their teams.
- Measure and track administrative workflow performance.
- Manage stakeholder expectations with increased transparency.
- Lead the implementation of an Agile workflow in their department.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's work environment. We move beyond theoretical lectures to immerse attendees in the practical application of Agile principles. The course is built around a series of hands-on workshops, real-world case studies of administrative teams that have successfully adopted Agile, and collaborative group exercises. Participants will work in teams to design and run their own Kanban boards, simulate sprint planning for administrative projects, and practice facilitating effective daily stand-ups and retrospectives. Our expert instructors facilitate dynamic discussions, encouraging peer-to-peer learning and the sharing of unique workplace challenges. A significant portion of the training is dedicated to creating a personalized action plan, enabling participants to identify immediate opportunities for implementing Agile practices upon returning to their roles. This blended approach of instruction, simulation, and strategic planning ensures that learning is not only retained but also translated into tangible improvements in administrative efficiency and workflow optimization.

Course Agenda (Course Units):

Unit One: Foundations of Agile for Administration

- Introduction to the Agile Manifesto and its 12 Principles.
- Contrasting Agile with traditional administrative workflow models.
- The importance of an Agile mindset over rigid processes.
- Identifying waste and bottlenecks in current administrative tasks.
- Case studies of Agile success outside of software development.
- Understanding the business value of agility in support roles.
- Key terminology and concepts in the Agile world.

Unit Two: Agile Frameworks for Administrative Teams

- Deep dive into the Kanban method for visual workflow management.
- Principles of visualizing work, limiting work in progress (WIP), and managing flow.
- Introduction to Scrum framework components: roles, events, and artifacts.
- Adapting Scrum roles (Product Owner, Scrum Master) for an admin team.
- Creating a simple backlog for administrative requests and tasks.
- Combining elements of Scrum and Kanban (Scrumban) for flexibility.
- Choosing the right framework for your team's specific needs.

Unit Three: Implementing Agile Practices and Ceremonies

- Facilitating effective daily stand-up meetings for quick synchronization.
- Techniques for backlog grooming and prioritization (e.g., MoSCoW method).
- Conducting valuable retrospective meetings to foster continuous improvement.
- Planning and executing work in short cycles or sprints.
- Writing clear and actionable user stories for administrative requests.
- Managing interruptions and unplanned work within an Agile system.
- The role of the administrative leader as a servant leader.

Unit Four: Tools, Metrics, and Continuous Improvement

- Setting up physical and digital Kanban boards for team visibility.
- Key metrics for administrative teams: cycle time, lead time, and throughput.
- Using data to identify process improvements and remove obstacles.
- Creating information radiators to communicate progress to stakeholders.
- Techniques for providing and receiving constructive feedback.
- Implementing a Kaizen (continuous improvement) culture.
- Root cause analysis for recurring administrative problems.

Unit Five: Cultivating an Agile Culture and Scaling

- Strategies for gaining buy-in from team members and leadership.
- Managing resistance to change in an administrative environment.
- Communicating the benefits of Agile to stakeholders across the organization.
- Scaling Agile practices from a single team to an entire department.
- Advanced techniques for managing complex administrative projects.
- Integrating Agile workflows with other non-Agile departments.
- Developing a personal action plan for implementing Agile post-training.

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 might the Agile principle of 'responding to change over following a plan' fundamentally alter the traditional role and perception of an administrative department within an organization?

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

This course distinguishes itself by being exclusively tailored for the unique ecosystem of administrative and support professionals, a demographic often overlooked by mainstream Agile training that typically focuses on IT and software development. We translate abstract Agile theory into the concrete, day-to-day realities of office management, executive support, and operational coordination. Unlike generic courses, our curriculum addresses specific administrative challenges, such as managing a high volume of ad-hoc requests, streamlining repetitive processes, and improving communication with diverse internal stakeholders. The emphasis is not on dogmatically implementing a rigid framework but on cultivating an Agile mindset that empowers teams to design their own best-fit system. We prioritize practical, hands-on application through simulations that mirror real administrative scenarios, ensuring participants leave with not just knowledge, but with the confidence and a clear roadmap to implement change immediately. The focus is on fostering sustainable habits of continuous improvement, collaboration, and value delivery, transforming administrative functions from cost centers into strategic enablers of organizational agility.