



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 02 August 2026 To 06 August 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day intensive course is designed for individuals providing administrative support to senior executives. Participants will gain skills and knowledge required to manage an executive's office efficiently, effectively communicate, handle complex scheduling, and perform tasks crucial for executive productivity and organizational success.

## Objectives

- Enhance communication skills for effective interactions with senior executives and stakeholders.
- Master advanced scheduling and time management techniques.
- Develop skills for handling confidential and sensitive information.
- Learn to utilize technology and software tools that increase efficiency.
- Understand protocol and procedures in an executive environment.

## Course Outlines

### Day 1: Introduction to Executive Administration

- Roles and responsibilities of an executive assistant
- Understanding the executive's perspective and needs
- Overview of key business functions
- Identifying and prioritizing tasks
- Goal setting and expectation management

### Day 2: Advanced Communication Skills

- Verbal and non-verbal communication techniques
- Active listening and rapport building
- Effective email and business writing skills
- Handling difficult conversations and conflict resolution
- Networking within the organization and beyond

### Day 3: Mastery of Scheduling and Time Management

- Advanced calendar management techniques
- Coordinating meetings, travel arrangements, and events
- Time management strategies for increased productivity
- Using scheduling software and tools effectively
- Managing executive's workload and priorities

### Day 4: Confidentiality and Information Management

- Understanding confidentiality in the executive world
- Secure handling of sensitive information and documents
- Record-keeping and filing systems management
- Data privacy regulations and compliance
- Creating a culture of trust and integrity

## **Day 5: Technology and Tools for Efficiency**

- Overview of essential software and applications for administrators
- Technology tips for collaborative work
- Automation tools to streamline processes
- Managing online meetings and virtual teams
- Continuous improvement through technology updates