



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 19 April 2026 To 23 April 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day professional course, "Supervising Administrative Staff," is designed to equip supervisors with the essential skills and knowledge needed to effectively manage administrative teams. Participants will learn strategies for enhancing team productivity, fostering a positive work environment, and developing leadership competencies. By the end of the course, supervisors will be better prepared to address the unique challenges associated with leading administrative staff.

- Understand the roles and responsibilities of an administrative supervisor.
- Develop effective communication and leadership skills.
- Learn strategies for managing and motivating administrative teams.
- Implement performance evaluation and feedback techniques.
- Enhance problem-solving and decision-making abilities.

## Course Outlines

### Day 1: Understanding the Role of a Supervisor

- Defining roles and responsibilities of administrative staff supervisors.
- Identifying challenges commonly faced by supervisors.
- Exploring the impact of effective supervision on team performance.
- Reviewing key organizational policies and procedures.
- Setting personal and team goals.

### Day 2: Effective Communication and Leadership

- Understanding different communication styles and their impact.
- Developing active listening skills.
- Implementing conflict resolution techniques.
- Fostering an inclusive atmosphere through effective leadership.
- Enhancing team collaboration and synergy.

### Day 3: Motivation and Team Management

- Identifying motivational techniques for administrative staff.
- Building trust and rapport within the team.
- Recognizing and rewarding team achievements.
- Facilitating professional development and growth opportunities.
- Managing team dynamics and personalities effectively.

### Day 4: Performance Evaluation and Feedback

- Understanding the importance of regular performance evaluations.
- Establishing clear performance standards and expectations.
- Providing constructive feedback and coaching.
- Conducting performance appraisal meetings.
- Developing performance improvement plans.

### Day 5: Problem-Solving and Decision-Making

- Exploring problem-solving frameworks and techniques.
- Implementing effective decision-making strategies.
- Managing change and transitions within the team.
- Case studies: Analyzing real-world scenarios.
- Action planning and course wrap-up.