Special Courses · SC366

Advanced Senior Office Administration & Management

Kuala Lumpur · 14 - 18 Dec 2026

Date	Venue	Duration
14 - 18 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**SC366**	**English**

Introduction

Becoming an effective and successful office administrator requires mastering a variety of skills that ensure smooth operations across departments. This programme is designed to equip participants with essential competencies to manage tasks, time, and emotions effectively. By focusing on key areas such as role clarity, customer service, time management, communication, and emotional intelligence, this course ensures participants gain practical tools to excel in their roles and contribute significantly to organisational success.

Course Objectives

By the end of this training programme, participants will:

- Understand the importance and value of their role within an organisation.
- Learn techniques for managing processes, people, and tasks effectively.
- Develop a customer-centric mindset and enhance service delivery.
- Master time management strategies to boost productivity.
- Build strong telephonic and communication skills to handle professional interactions.
- Harness emotional intelligence to manage stress, build confidence, and maintain effective working relationships.

Outlines

Day 1

Role of an Office Administrator

- Understanding your organisational structure.
- Organising the organisation: Smart techniques.
- Competencies to be a successful administrator.
- Identifying your job role and your value.
- Managing processes and managing people.
- Team management.

Day 2

Customer-Centric Mindset

- Serving internal and external clients, vendors, and customers.
- Understanding client needs and eliminating service barriers.
- Effective ways to build rapport.
- Providing excellent customer service.
- Becoming the face of your organisation.
- Handling complaints diplomatically.

Day 3

Time Management

- Managing time effectively.
- Identifying and eradicating time wasters.
- Setting SMART goals and priority levels.
- Measures and parameters to control effectiveness.
- Planning time for self and others.
- Maintaining time logs and improving time use.

Day 4

Telephonic Skills as an Office Administrator

- Using the telephone as a productive tool.
- Professional telephone etiquette and behaviour.
- Principles of good and effective listening.
- Steps in professionally handling a business call.
- Use of phone applications.
- Handling difficult callers.
- Understanding common phone problems.

Day 5

Emotional Intelligence

- Emotional intelligence: A true sign of corporate maturity.
- Principles of emotional intelligence.
- Building your self-confidence.
- Facing and dealing with difficult situations.
- Handling requests by multiple managers and organising the workload.
- Integrating emotional intelligence with office management.
- Techniques to become practical and responsible as an administrator.

Register or ask about this course online

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