



Website : www.bcdbh.org

0097337256803

info@bcdbh.org

Administrative Support

Date	Venues	(\$)Fees	Book your seat
14 Dec -18 Dec 2025	Kuala Lumpur	3150	Register Now

Course overview

This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

Course objective

- Getting Organized
- Manage their time more effectively
- Prioritize their time so they can get it all done.
- Complete Special Tasks
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
- Deal better with their managers
- Taking Care of Yourself is a priority

Who should attend?

Administrative Secretarial and Office management, executives secretaries and office professionals who want to develop their professional skills to manage their responsibilities more effectively.

Course outline

Dealing with Email

Managing Electronic Files

Keeping Track of the Paper Trail

Keeping Your Workspace Organized

Managing Time

Maintaining Schedules



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Prioritizing

Goal Setting

Planning Small Meetings

Planning Large Meetings

Verbal Communication Skills

Non-Verbal Communication Skills

Empowering Yourself

Working with Your Manager

Influencing Skills

What to Do in Sticky Situations

Stress Management

Dealing with a Heavy Workload

Training methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays