



Website : [www.bcdbh.org](http://www.bcdbh.org)

0097337256803

info@bcdhbh.org

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## Managerial & Behavioral Skills for Office Managers

Date	Venues	(\$)Fees	Book your seat
21 Dec -25 Dec 2025	Kuala Lumpur	3150	<a href="#">Register Now</a>

### Course Overview

- Learn how to choose positive results And eliminate negatives
- Communication techniques
- Organize your time and work
- Commitments more effectively
- Break through barriers by understanding where they come from and how to overcome them

### Course Objective

- Have a series of skills which will enhance productivity.
- Have more positive attitude towards increased responsibility.
- It would act as a refresher to all the organizing skills, which were left behind during the daily firefighting activities.
- To be able to define effective communication and the best way to manage the office.

### Who Should Attend?

Administrators, assistant administrators and secretaries. Also, those with the potential of becoming administrators.

### Course Outline

- Office Management
- Desk Management
- Managing the Telephone
- Managing Your Email
- Managing Meetings
- Delegation Skills
- Communication Barriers
- Positive Attitude
- Technology & Modern Office Management
- Effective Time Management
- The Planning Process
- Emotional Intelligence

### Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise



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- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays