**MAWA EVENTS**

**Address:** No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

**Phone:** +601116373203 | **Email:** info@mawaevents.net

# ADVANCE SECRETARIAL, PAS & OFFICE ADMINISTRATION SKILLS

*"Enhance Your Administrative Efficiency with Advanced Skills"*

## Schedule

| Date | Venue | Fees (Face-to-Face) |
|---|---|---|
| 13 – 14 Aug 2026 | Dubai, UAE | USD 1995 per delegate |

► **Available delivery methods:** Face-to-Face & Online Training

## Introduction

This course is designed to equip professionals with advanced secretarial, personal assistant (PAS), and office administration skills. Participants will learn essential tools, techniques, and practices to efficiently manage office operations, enhance organizational communication, and improve time management.

Through a series of hands-on workshops, this training will focus on modern office practices, secretarial duties, and administrative excellence, ensuring you remain productive and efficient in a fast-paced office environment.

## Objectives

By the end of this course, participants will be able to:

- Master advanced office administration skills, enhancing organizational productivity.
- Understand the role of a professional secretary and personal assistant in supporting business operations.
- Manage office procedures and documentation efficiently.
- Develop excellent time management and organizational skills.
- Improve communication within teams and between departments.
- Utilize modern office tools and technologies for improved workflow and communication.

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## Why Attend

- Enhance your office management capabilities to boost your productivity and efficiency.
- Gain key skills to excel in executive secretarial, PAS, and office administrative roles.
- Learn best practices for managing office operations, schedules, and communications.
- Improve your decision-making and organizational skills in a modern work environment.
- Network with like-minded professionals and share insights into effective administrative practices.

## Target Audience

This program is designed for:

- Executive secretaries, personal assistants, and office administrators.
- Professionals looking to advance their skills in office management and administration.
- Individuals seeking to improve their organizational, communication, and time management skills.
- Those preparing for leadership roles in administrative support.

## Individual Benefits

Key competencies that will be developed include:

- Advanced time management and organizational skills.
- Professional communication techniques for better stakeholder interaction.
- Mastery of office tools and technology to streamline work processes.
- Improved decision-making and problem-solving in office administration.
- Enhanced ability to handle complex tasks and multi-tasking in a professional setting.

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- The ability to improve office efficiency through advanced administrative practices.
- Enhanced organizational skills, resulting in improved workflow and productivity.
- Professionalism in handling executive communications and office documentation.
- The capacity to contribute effectively to team and organizational success.
- The development of leadership qualities in office management roles.

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Key concepts in secretarial and office administration skills.
- Case Studies – Real-world examples to illustrate the challenges and solutions in office management.
- Workshops – Hands-on exercises in managing schedules, communications, and office tools.
- Peer Exchange – Group discussions to share best practices and strategies for effective administration.
- Tools – Templates and techniques for streamlining office operations and increasing efficiency.

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## Course Outline

**Detailed 2-Day Course Outline Training Hours:** 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

**Day 1: Introduction to Advanced Secretarial & PAS Skills**

- Module 1: Role of a Modern Secretary and Personal Assistant (07:30 – 09:30)
- Understanding the evolving role of a secretary and PAS in the workplace.
- Key skills and competencies required for success in the role.
- Balancing executive support with office administration.
- Module 2: Office Administration Techniques (09:30 – 11:15)
- Managing office operations and documentation effectively.
- Time management techniques for busy professionals.
- Improving organizational communication through digital tools and systems.

**Day 2: Time Management, Communication, and Office Technology**

- Module 3: Effective Communication Skills (07:30 – 09:30)
- Professional communication techniques for managing stakeholders.
- Managing office correspondence, meetings, and appointments.
- Mastering both verbal and written communication in a professional environment.
- Module 4: Mastering Office Tools and Technology (09:30 – 11:15)
- Using office software tools to improve efficiency and productivity.
- Advanced techniques for managing digital calendars, documents, and communications.
- Leveraging cloud technology and collaborative tools for better office management.

## Certification

Participants will receive a Certificate of Completion in Advanced Secretarial, PAS & Office Administration Skills, recognizing their expertise in modern office management, secretarial practices, and administrative excellence.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

| **In-House / Customized Training**<br>Interested in running this course for your team?<br>Please contact us: | TEL:<br>**+601116373203** | EMAIL:<br>**info@mawaevents.net** |
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