MAWA EVENTS

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

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MASTERING THE ART OF OFFICE ADMINISTRATION – ILM ENDORSED

"Enhance Your Administrative Expertise to Drive Efficiency, Organization, and Professional Excellence."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Effective office administration is the backbone of any successful organization. It ensures smooth workflow, efficient operations, and organized management of information and resources. With the increasing complexity of modern workplaces, administrative professionals need advanced skills to manage tasks, support teams, and contribute to organizational success.

The Mastering the Art of Office Administration – ILM Endorsed course provides participants with comprehensive knowledge and practical skills to excel in office management. Through interactive sessions, case studies, and real-world exercises, participants will learn how to optimize administrative processes, manage resources efficiently, and support organizational objectives professionally.

Objectives

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

- Understand the key principles and functions of effective office administration.
- Organize office workflows, documentation, and resources efficiently.
- Manage communication, correspondence, and scheduling effectively.
- Apply time management and prioritization techniques in daily tasks.
- Implement office systems and processes for enhanced productivity.
- Handle confidential information and maintain professional standards.
- Support team performance through administrative excellence.
- Apply best practices endorsed by ILM for professional office management.

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Why Attend

Strong administrative skills are essential for organizational efficiency and personal career growth. This ILM-endorsed course equips participants with practical tools, techniques, and professional standards to excel in office administration. Participants will enhance their effectiveness, professionalism, and contribution to organizational success.

Target Audience

This course is suitable for:

- Office Administrators and Executive Assistants
- Administrative Staff and Coordinators
- Office Managers and Supervisors
- Team Leaders supporting organizational operations
- Individuals aiming to enhance their office management skills

Individual Benefits

- Develop advanced administrative and organizational skills.
- Improve efficiency in managing office workflows and documentation.
- Enhance time management, prioritization, and multitasking capabilities.
- Gain confidence in handling professional correspondence and communication.
- Increase professional value and career opportunities in administration.
- Apply ILM-endorsed best practices for workplace efficiency and professionalism.

Organizational Benefits

- Streamline office operations and improve workflow efficiency.
- Enhance coordination and support for teams and management.
- Ensure consistent professional standards and administrative practices.
- Reduce errors, delays, and inefficiencies in office processes.
- Improve employee productivity and organizational effectiveness.
- Build internal expertise for robust and professional office administration.

Instructional Methodology

The course uses a practical, interactive approach through:

- Facilitator-led discussions on office administration principles
- Case studies and real-world examples of effective office management
- Hands-on exercises on documentation, scheduling, and workflow organization
- Workshops on communication, correspondence, and professional standards
- Assignments focused on applying best practices in office administration
- Continuous feedback, Q&A, and collaborative learning sessions

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Course Outline

Module 1: Introduction to Office Administration – Principles and Importance

Module 2: Organizing Workflows, Documentation, and Records

Module 3: Time Management and Prioritization Techniques

Module 4: Professional Communication and Correspondence

Module 5: Scheduling, Meetings, and Event Coordination

Module 6: Resource Management and Office Systems

Module 7: Handling Confidential Information and Ethical Standards

Module 8: Supporting Team Performance and Organizational Goals

Module 9: ILM-Endorsed Best Practices in Office Administration

Module 10: Capstone Project – Designing an Efficient Office Administration Plan

Certification

Upon successful completion, participants will receive an ILM-Endorsed Certificate in Mastering the Art of Office Administration, recognizing their expertise in professional office management, organization, 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 Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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