MAWA EVENTS

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

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

CERTIFIED ADMINISTRATION MANAGER (CAM)

"Master the Art of Efficient Office Management, Leadership, and Professional Excellence."

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Administrative managers play a vital role in ensuring smooth operations, effective coordination, and professional management across departments. The Certified Administration Manager (CAM) course is designed to equip professionals with the knowledge, skills, and confidence to manage administrative functions efficiently while supporting strategic business objectives.

This program combines leadership development, office management best practices, communication excellence, and process optimization to help participants handle daily administrative challenges with professionalism and strategic insight.

Objectives

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

- Understand the key roles and responsibilities of an administration manager.
- Develop leadership and team management capabilities.
- Implement effective office and resource management systems.
- Strengthen communication, coordination, and organizational skills.
- Manage time, priorities, and performance for maximum efficiency.
- Apply problem-solving and decision-making techniques in administration.
- Enhance professional image and service quality across operations

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Why Attend

This course helps administrative professionals transition from operational roles to strategic management positions. It equips participants with the essential tools to manage people, processes, and performance effectively — enabling them to become confident, efficient, and result-oriented administrative leaders.

Target Audience

- Office and Administration Managers
- Executive Secretaries and Personal Assistants
- HR and Operations Coordinators
- Supervisors and Administrative Professionals
- Team Leaders and Office Executives
- Anyone aspiring to advance in administrative or managerial roles

Individual Benefits

- Strengthen management, communication, and leadership skills.
- Gain certification and recognition as a professional administrator.
- Learn modern office and project management techniques.
- Increase productivity and career advancement opportunities.
- Build confidence in handling organizational responsibilities.
- Improve problem-solving, planning, and people management skills.

Organizational Benefits

- Enhance overall efficiency in administrative operations.
- Build a capable and motivated administrative workforce.
- Improve internal coordination and communication flow.
- Strengthen organizational structure and process management.
- Ensure higher productivity and service standards.
- Support business continuity through skilled administrative leadership.

Instructional Methodology

- Interactive presentations and practical workshops
- Case studies and real-world administrative challenges
- Group exercises and problem-solving simulations
- Role-playing and leadership development activities
- Personal action planning and performance assessments
- Continuous feedback and instructor-led coaching

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Course Outline

Module 1: The Role and Responsibilities of an Administration Manager

Module 2: Leadership and Team Management Skills

Module 3: Effective Office and Resource Management

Module 4: Time Management and Productivity Techniques

Module 5: Business Communication and Professional Writing

Module 6: Managing Meetings, Events, and Office Protocols

Module 7: Problem Solving, Decision Making, and Conflict Resolution

Module 8: Records, Policies, and Process Management

Module 9: Performance Monitoring and Continuous Improvement

Module 10: Strategic Thinking and Administrative Leadership

Certification

Upon successful completion, participants will receive a Certified Administration Manager (CAM) certificate, recognizing their professional expertise in office management, leadership, 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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