



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 22 March 2026 To 26 March 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This comprehensive 5-day course is designed to enhance the leadership skills of office managers, empowering them to lead teams effectively, improve office dynamics, and contribute to organizational success. Participants will engage in interactive sessions, practical exercises, and group discussions to build on their current skills and develop new leadership strategies suitable for a dynamic office environment.

### Objectives

- Enhance communication and interpersonal skills for effective office leadership.
- Develop strategies for conflict resolution and team motivation.
- Improve time management and decision-making abilities.
- Learn to implement and oversee organizational changes effectively.
- Foster a positive office culture that aligns with organizational goals.

## Course Outlines

### Day 1: Foundations of Leadership

- Understanding Leadership Styles
- Essential Leadership Qualities for Office Managers
- Building Trust and Credibility with Your Team
- Establishing Clear Goals and Expectations
- Introduction to Emotional Intelligence

### Day 2: Effective Communication

- Mastering Verbal and Non-Verbal Communication
- Active Listening and Feedback Techniques
- Communicating with Different Personality Types
- Navigating Difficult Conversations
- Developing Communication Plans for the Office

### Day 3: Conflict Resolution and Team Building

- Identifying Sources of Conflict in the Workplace
- Mediation and Negotiation Techniques
- Building Diverse and Inclusive Teams
- Enhancing Team Collaboration and Dynamics
- Designing Office Team-building Activities

### Day 4: Time Management and Decision-Making

- Prioritization and Delegation Techniques
- Utilizing Time Management Tools
- Improving Problem-solving Skills
- Making Informed and Timely Decisions
- Balancing Short-term Tasks with Long-term Goals

## **Day 5: Leading Organizational Change**

- Understanding the Change Management Process
- Communicating Change Effectively
- Managing Resistance to Change
- Monitoring and Evaluating Change Impact
- Creating a Sustainable Office Culture