

OFFICE ADMIN *Excellence*



Often overlooked, office admin excellence is why an office runs smoothly. Meetings cancelled, things breakdown, and you cannot find the things you need? Well, that is all down to office admin. Learn how to make your office purr for a harmonious and stress-free office environment.



**WHEN BOSS
GIVES THE
THUMBS UP**

Zenith Corporate Park, Petaling Jaya

JULY

8th

9AM-5PM



OFFICE ADMIN EXCELLENCE

COURSE OUTLINE

Module 1: Role of an Office Admin in a Modern Workplace

- Evolving role of administrative professionals
- Core competencies of a high-performing admin
- Expectations in hybrid/digitised workplace
- Self-assessment: Strengths & gaps

Module 2: Time Management Essentials

- Prioritising with the Eisenhower Matrix
- Avoiding time wasters (digital noise, unclear tasks, multitasking traps)
- Using basic tools to stay organised

Module 3: Communication Skills for Modern Admin Roles

- Assertive vs. passive/aggressive communication
- Understanding personality types (DISC or temperament model)
- Managing difficult conversations respectfully
- Email, chat, and video call etiquette
- Crafting clear and concise digital messages

Module 4: Organising Skills & Administrative Systems

- Efficient filing and document control systems
- Digital organisation: cloud drives, naming conventions, version control
- Standardising SOPs, checklists, templates

Module 5: Managing Virtual & Hybrid Work Environments

- Coordinating remote teams
- Running hybrid meetings smoothly
- Managing information flow across digital channels
- Ensuring clarity when teams are not physically present
- Tools: Teams, Zoom

Module 6: Professionalism - Presenting Yourself Effectively

- Personal branding for admins
- Online professionalism (email style, virtual meeting behavior)
- Building a reliable and trustworthy admin identity

Module 7: Stress, Motivation & Emotional Intelligence

- Identifying stress triggers in admin work
- Emotional intelligence essentials (self-awareness, empathy, regulation)
- Staying motivated during overload
- Mindfulness and quick-reset techniques



Trainer's Profile

The Trainer holds a Bachelor of Accounting and Finance (Hons) degree from SEGi University and began her career as a Graduate Trainee at UEM Group Berhad through the SLIM program, where she engaged in change management activities within the Digital Revolution team. She demonstrated proficiency in change impact analysis and business process analysis across various business units, contributing to effective project planning and execution.

She then pursued her career in the aviation industry with Malaysia Airlines Berhad (MAB) in finance and spent five years at MAB, working and learning about finance, aviation, and corporate training, especially in the areas of operational efficiency, change management, and financial risk mitigation.

With her passion for cultivating talent and human resource development, she made a career change and joined Symphony Digest in learning and development, where she is now focused on training operations and building her career as a trainer. Starting out as a training executive, she has since expanded her role to include overseeing Doshu, Symphony's learning management system, and serving as a trainer guiding participants in various professional development programs.

Registration Details

PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

Payment Method: ☐ Direct Payment ☐ Claim HRD

Notes:

- Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.
- Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.
- Clients who opt for direct payment must ensure full payment is made before the training date.
- HRDC grant applications must be submitted and approved before the training day. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.
- Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.