



Symphony Digest

MyCoID: 870359P

Programme ID: 10001731074

ADMINISTRATIVE EXCELLENCE SKILLS



**WHEN BOSS
GIVES THE
THUMBS UP**

Build a strong foundation in administrative excellence and develop the skills needed to thrive in today's fast-paced workplace. This comprehensive training program equips participants with the essential knowledge, practical skills, and professional behaviours required to perform administrative duties efficiently and confidently.

Zenith Corporate Park, Petaling Jaya

NOVEMBER | 12th | 9AM-5PM

RM888.00 Inclusive 8% SST



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ADMINISTRATIVE EXCELLENCE SKILLS

COURSE OUTLINE

Module 1: The Challenges of Administration in Today's Business Environment

- The evolving role of administrative professionals
- From task executor to value contributor
- Key principles of an excellent administrator
- Managing and embracing change in A.I technology and digitalization
- Professional attitude, ethics, and workplace behaviour
- Self-assessment: "Am I an Effective Administrator?"
- Group discussion: Expectations of managers and colleagues



Module 2: Administrative Systems & Work Organization

- Effective filing and document management
- Record keeping (physical & digital)
- Basic report preparation and accuracy
- Supporting meetings: minutes, schedules, follow-ups
- Group Activity: Meeting support checklist creation

Module 3: Time Management & Task Prioritisation

- Managing multiple tasks and deadlines
- Urgent vs. Important (Priority Matrix)
- Planning daily, weekly, and monthly tasks
- Managing interruptions and distracting
- Group Activity: Task-priority Eisenhower matrix exercise

Module 4: Effective Communication Skills

- Verbal and non-verbal communication
- Listening skills for administrators
- Asking the right questions
- Clear and professional written communication (emails, memos)
- Activity 1- Role plays: Listening and clarification practise
- Activity 2 - Email writing exercise

Module 5: Preparing For Growth and Opportunities

- Anticipating needs of managers and teams
- Problem-solving mindset for administrators
- Continuous improvement and learning attitude
- Success agreement system (SAS) with self and others
- Decision for excellence
- Application at work: Action plans and follow up



Trainer's Profile

The trainer has close to thirty years of experience as a trainer. She holds a Master in Training and Human Resource Development (MTHRD) USA and Bachelor of Arts (Hons) degree from the University of Malaya. She is a Director and Consultant/Trainer of Pinnacle Performance which was founded in 1993.

She is a Certified Neuro-Linguistic Programming (NLP) Practitioner and a Certified Professional

She has accumulated wide experience in the field of management, communications, marketing and customer service having served in various management capacities in various industries. Her corporate experience in multinational firms instilled an invaluable experience in understanding the work issues facing her participants that attended her training mainly from the manufacturing, service and retail sectors.

She has facilitated conferences / CPD talks for the Malaysian Institute of Management (MIM), Federation of Malaysian Manufacturers (FMM) and the International Association of Facilitators (IAF).

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.

