



SKILL MASTERS ACADEMY

LLP0006698-LGN

WORKING PAPER FOR **STRATEGIC OFFICE ADMINISTRATION SKILL**

1.0 AIMS

This paper is prepared for the purpose of obtaining approval from the Organization, of the Course titled " Strategic Office Administration Skill " which will be conducted as follows:

Date	:	TBA
Time	:	9.00 am – 5.30 pm
Venue	:	Top Speed Precision Engineering Sdn. Bhd.
No of pax	:	TBA
Budget	:	RM 8900 per-day (all Inclusive)

Strategic Office Administration Skill

1. INTRODUCTION

This training is tailored for experienced office administrators seeking to sharpen their expertise and broaden their capabilities. Through a series of interactive, hands-on sessions, participants will explore advanced strategies and tools designed to boost efficiency, streamline workflows, and enhance overall productivity.

Topics will range from high-level communication and time management techniques to innovative applications of ChatGPT in day-to-day office operations. By the end of the day, attendees will walk away with actionable insights and practical skills to elevate their performance and impact in the workplace.

LEARNING OBJECTIVES

1. **Master advanced professional communication** – Apply best practices for email etiquette, craft clear and persuasive messages, and manage meetings with greater confidence and effectiveness.
2. **Implement advanced time management strategies** – Use proven techniques and prioritization frameworks to optimize workload management and stay focused on high-impact tasks.
3. **Leverage ChatGPT for administrative efficiency** – Discover practical ways to integrate ChatGPT into daily tasks, from drafting emails and reports to automating routine processes.
4. **Enhance overall productivity and workflow** – Combine new tools and techniques to streamline operations, reduce manual effort, and boost day-to-day performance.

**NO. 2, JALAN DUKU, OFF JALAN KASIPILLAY, 3RD MILE JALAN IPOH,
51200 KUALA LUMPUR. W.P KUALA LUMPUR**

Tel: +6016 927 8784 Hp: +6016 322 3594 emails: admin@skillmaster.com.my / skillmasters2015@gmail.com / web: www.skillmaster.com.my



SKILL MASTERS ACADEMY

LLP0006698-LGN

Workshop Methodology

Highly interactive and practical approach, combining brief presentations, group activities, hands-on exercises, and real-life case studies

Target Audience

New officers, operations officers, front desk clerks, administrative clerks for SME's

Course Material/Certificates

Skill Masters Academy Plt will provide Certificate of Attendance to participants who complete the course successfully.

Course Fee and Duration

This is 1 days – (7 contact hours-time: 9.00 a.m. - 5.30 p.m.) training programme. The cost for this course is RM8900.00. *This cost includes trainer's fee, transportation, accommodation and training material, for the one day.* *Client to provide Desktops or Laptops.

Medium of Instruction

English & Bahasa Malaysia

Date

To be advised by the organisation

Venue

- 1 x Training room and facilities for training to be provided by the organisation.
- 1 x Morning Tea Break x 1 days for trainer and participants to be provided by Organization.
- 1 x Lunch x 1 days for trainer and participants to be provided by Organisation.
- 1 x Evening Tea break x 1 days for trainer and participants to be provided by Organisation.

**Accommodation and transportation for the trainer to be provided by Skill Masters Academy*

**NO. 2, JALAN DUKU, OFF JALAN KASIPILLAY, 3RD MILE JALAN IPOH,
51200 KUALA LUMPUR. W.P KUALA LUMPUR**

Tel: +6016 927 8784 Hp: +6016 322 3594 emails: admin@skillmaster.com.my / skillmasters2015@gmail.com / web: www.skillmaster.com.my



SKILL MASTERS ACADEMY

LLP0006698-LGN

LEARNING MODULES & ITINERARY STRATEGIC OFFICE ADMINISTRATION SKILL

One Day Training Schedule - Time: 9:00 AM - 5:30 PM

9.00am – 10.30am

Session 1: Advanced Communication Skills

- **Professional Communication:**
 - o Email etiquette: crafting clear, concise, and professional emails.
 - o Managing difficult conversations with diplomacy.
- **Effective Meeting Management:**
 - o Preparing agendas and minutes.
 - o Facilitating productive meetings.

10.30am – 10.45am Coffee break

10.45am – 12.30pm

Session 2: Time Management and Prioritization

- **Advanced Time Management Techniques:**
 - o Using tools and apps for scheduling and task management (Microsoft Outlook, Trello).
 - o Prioritization frameworks (Eisenhower Matrix).
- **Delegation Skills:**
 - o Identifying tasks suitable for delegation.
 - o Effective delegation strategies.

12.30pm – 1.30pm Lunch

1.30pm – 3.00pm

Session 3: Document and Information Management with Chat GPT

- **File Organization and Management:**
 - o Best practices for digital file organization.
 - o Information security and confidentiality.
- **Introduction to ChatGPT:**
 - o Overview of ChatGPT and its capabilities.
 - o Examples of how ChatGPT can assist in office administration.

**NO. 2, JALAN DUKU, OFF JALAN KASIPILLAY, 3RD MILE JALAN IPOH,
51200 KUALA LUMPUR. W.P KUALA LUMPUR**

Tel: +6016 927 8784 Hp: +6016 322 3594 emails: admin@skillmaster.com.my / skillmasters2015@gmail.com / web: www.skillmaster.com.my



SKILL MASTERS ACADEMY

LLP0006698-LGN

- **Practical Applications:**

- o Drafting emails and documents using ChatGPT.
- o Scheduling and calendar management.
- o Generating meeting agendas and minutes.

- **Efficiency and Productivity:**

- o Using ChatGPT for research and data analysis.
- o Automating routine tasks and generating reports.
- o Enhancing communication with team members.

3.00pm – 3.15pm Tea break

3.15pm – 5.30am

Session 4: Advanced Problem Solving and Decision Making with Effective Leadership Skills

- **Critical Thinking and Problem Solving:**

- o Analysing and resolving complex administrative issues.
- o Creative problem-solving techniques.

- **Decision-Making Models:**

- o Structured approaches to decision making (e.g., SWOT Analysis, Pareto Analysis).

- **Leadership Skills for Office Administrators:**

- o Developing leadership qualities and styles.
- o Building and maintaining professional relationships.

5:30 PM → Closing Remarks & Certificate Presentation

END

Learning Outcomes: By the end of this training, participants will be able to,

1. Write clear, concise, and professional emails that reflect strong communication skills and align with workplace standards.
2. Effectively plan and facilitate meetings, ensuring they are purposeful, time-efficient, and outcome-driven.
3. Apply advanced time management strategies, including prioritization frameworks, to better organize tasks and boost daily productivity.
4. Utilize ChatGPT for routine administrative tasks, such as drafting documents, generating content, and scheduling, to save time and increase efficiency.
5. Streamline workflows through automation, integrating AI tools into daily operations to reduce manual effort and enhance overall performance.

**NO. 2, JALAN DUKU, OFF JALAN KASIPILLAY, 3RD MILE JALAN IPOH,
51200 KUALA LUMPUR. W.P KUALA LUMPUR**

Tel: +6016 927 8784 Hp: +6016 322 3594 emails: admin@skillmaster.com.my / skillmasters2015@gmail.com / web: www.skillmaster.com.my



SKILL MASTERS ACADEMY

LLP0006698-LGN

On behalf of Skill Masters Academy Plt, I kindly hope that this paper fulfills the objectives according to your organisation's request. Your consideration and approval by your department are greatly appreciated.

Thank you very much.

Yours sincerely,

Sivaraman Allapen
Managing Consultant
+6016-322 3594



SKILL MASTERS ACADEMY

**NO. 2, JALAN DUKU, OFF JALAN KASIPILLAY, 3RD MILE JALAN IPOH,
51200 KUALA LUMPUR. W.P KUALA LUMPUR**

Tel: +6016 927 8784 Hp: +6016 322 3594 emails: admin@skillmaster.com.my / skillmasters2015@gmail.com / web: www.skillmaster.com.my