

Administration Management Masterclass

Advance and elevate in your administrative role

28 – 29 April 2025

9.00am- 5.00pm | GMT+8



Concorde Hotel

Kuala Lumpur, Malaysia

KEY BENEFITS OF ATTENDING

- **EXPLORE** the concept of administration management and the importance of this aspect to the business
- **DESCRIBE** the four quadrants of leadership and how it ties in with administration
- **ANALYSE** your own interpersonal, team management and interaction style to enhance good administrative practices
- **RECOGNISE** the value of compliance in managing people and systems
- **EXPLORE** problem solving strategies that will enable the organisation to deal with all administrative challenges
- **UNDERSTAND** the importance of maintaining excellent up-to-date administrative practices
- **DISCOVER** how to handle various situations such as difficult and demanding team members, documentation management, AI challenges, moving to paper-less practices etc
- **DIFFERENTIATE** between valuable administration and administration that hampers processes
- **APPLY** emotional intelligence in various administrative situations
- **ANALYSE** success stories and case studies to explore the full potential of good administrative management
- **STRENGTHEN** organisational practices by applying the principles in practical situations



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- ✓ Strictly limited number of seats to ensure maximum learning and experience for all delegates
- ✓ Thorough and customised program to address current market concerns
- ✓ Provision of a certificate of attendance to delegates at the end of the training