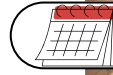




STRATEGIES & CHALLENGES IN OFFICE ADMINISTRATION ROLES AND DOCUMENTATION



June 15-16, 2026 @ 9AM



FMM Eastern Branch

OVERVIEW

In the fast-paced and ever-evolving realm of business administration, professionals face a myriad of challenges that demand adaptability and strategic prowess. This comprehensive training program delves into key aspects of office administration, combining theoretical insights with practical applications. Participants will gain valuable skills and knowledge to tackle the dynamic nature of contemporary workplaces.



FEES

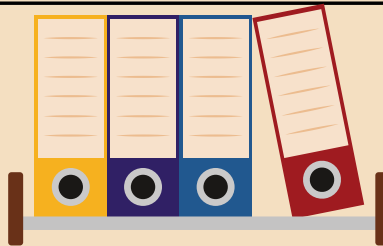
Member: RM972
Non-Member: RM1,080
(Inclusive of SST 8%)

METHODOLOGY

A combination of interactive lectures, case studies, and hands-on exercises, ensuring participants grasp both the theoretical foundations and real-world applications of administrative principles

AUDIENCE

- Office administrators
- Clerical staff
- Secretary
- Anyone seeking to enhance their administrative skills in the modern business environment



CLOSING DATE:
JUNE 4, 2026

TRAINER PROFILE

Ms Florance Gabriel is a seasoned professional with over 30 years of experience spanning company secretarial practice, banking, manufacturing, and training and development. She holds a Bachelor's Degree in Business Administration from RMIT University, Australia. Formerly the Head of Branch at the Federation of Malaysian Manufacturers (FMM) Eastern Branch, she successfully managed daily operations and a diverse membership base across Pahang, Terengganu, and Kelantan. A certified HRD Corp trainer and ISO 37001:2018 and ISO 9001:2015 lead auditor, Florance is passionate about professional growth. She is also an accomplished Master of Ceremony, known for her confident and engaging presence.



CONTACT US

09-560 6554/5224
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STRATEGIES & CHALLENGES IN OFFICE ADMINISTRATION ROLES AND DOCUMENTATION

COURSE OUTLINE

DAY 1

8.45AM Registration of participants

9.00AM

Module 1: The Evolving Role of Office Administration

- Adaptability and Resilience in the Administrative Role
- Emerging trends and technologies

Module 2: Roles and Functions of the Office Administrator

- Defining the office administrator's scope
- Strategic planning and decision making
- Communication and collaboration skills

10.30AM Morning Tea Break

10.45AM

Module 3: Function of Administrative and Clerical Staff

- Team dynamics and collaboration
- Effective communication within administrative teams
- Task delegation and accountability

Module 4: Professionalism Skills

- Etiquette and professional communication
- Time management and prioritization
- Conflict resolution in a professional setting

1.00PM Lunch Break

2.00PM

Module 5: Managing Change in Technology and Digitalization

- Embracing technological advances
- Time management and prioritization
- Conflict resolution in professional setting

3.30PM Evening Tea Break

3.45PM

Module 6: Theory and Practice in Record Management

- Overview of records and management
- Input, process, and output components
- Life cycle of records

5.00PM End of Program Day 1



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COURSE OUTLINE

DAY 2

8.45AM Registration of participants

9.00AM **Module 7: Categories and Types of Records**

- Understanding the diversity of records
- Importance of proper categorization
- Records retention policies

10.30AM Morning Tea Break

10.45AM **Module 8: Filing and System and Filing Staff Duties**

- Implementing effective filing systems
- Responsibilities of filing staff
- Quality control in record-keeping

1.00PM Lunch Break

2.00PM **Module 9: Filing Management and Retrieval**

- Filing procedures and best practices
- Criteria for a good filing management system
- Control records and file movement

3.30PM Evening Tea Break

3.45PM **Module 10: Organizing and Planning your Work**

- Rules for effective planning and organization
- Enhancing productivity in administrative tasks

Module 11: Prioritizing Your Work - Workshop

- Balancing efficiency and effectiveness
- Strategies for optimal task prioritization

5.00PM End of Program Day 2



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FMM INSTITUTE 199901000527(475427-W)
EASTERN BRANCH

CENTER FOR PROFESSIONAL DEVELOPMENT

STRATEGIES & CHALLENGES IN OFFICE ADMINISTRATION ROLES AND DOCUMENTATIONS

June 15-16, 2026 | 9AM-5PM | FMM Eastern Branch



... ADMINISTRATIVE DETAILS ...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

ENQUIRIES & REGISTRATION

Ms Wanhui/ Ms Elly
Email : fmmeastern@fmm.org.my
Tel: 09-560 6554/ 5244

Please tick accordingly:

- Fees: **FMM Member: RM 972.00/pax**
(inclusive of 8% Service Tax)
- Non Member: RM 1,080.00/pax**
(inclusive of 8% Service Tax)

Fees include course materials and Certificate of Attendance

CANCELLATION

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full.**

REGISTRATION FORM

Closing Date
June 4, 2026

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.

We will **NOT BE CLAIMING under training grant from HRD Corp.** Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____

TIN No. : _____ SST No: _____

Company Stamp