

**ADMINISTRATIVE STAFF PROFESSIONAL
DEVELOPMENT PROGRAM**
ASPD training program

Proposal for administrative staff training

1. Introduction

AKD Enterprise Limited, a premier training consultancy, is pleased to present a comprehensive training program for administrative staff. Our program aims to enhance the professional skills and efficiency of administrative staff, ensuring they are well-equipped to handle the demands of a modern office environment. The training solution caters to the professional development needs of executive assistants, personal assistants, office administrators, office attendants, front office managers, and other staff across various roles and functions with administrative duties. The Administrative Staff Professional Development (ASPD) training program was designed to enhance skills, boost productivity, and foster career growth. The program covers a wide range of topics, including technical competencies, soft skills, industry-specific knowledge, and hands-on application.

The training team is equipped with over two decades of administrative and customer care experience that has given them a wide range of application across various sectors. The team is therefore a perfect source of knowledge and real-life application of administrative techniques.

Administrative staff play a crucial role in ensuring smooth operations, effective communication, and overall organizational efficiency. This proposal outlines a comprehensive training program designed to equip administrative staff with advanced skills in office management, communication, customer care, and ICT.



The primary objective of the program is to enhance efficiency and productivity.

2. Objectives

The objectives of the training program are to:

1. Improve administrative staff's proficiency in modern office management techniques.
2. Enhance their communication and interpersonal skills.
3. Equip them with critical Customer management skills relevant to their roles.
4. Foster a culture of continuous learning and professional development.

2.1 Organisational Benefits

Successful completion of the administrative staff training will help the organization in the following ways:

- Well-trained administrative staff will systematically perform clerical duties and thus enable management to dedicate their time and resources solely to major functions
- A competent administrative staff are the face of the company who greet clients regularly. The training program helps the participants to develop a candid and friendly demeanor towards the clients or visitors
- With proficient communication skills, administrative staff become the nerve centre of the organization's communication. Communication takes place through them and they streamline information to required authorities timely.

2.2 Personal Benefits

Successful completion of the administrative staff training will benefit the participant at a personal level in the following ways:

- Participants will become adept at performing office procedures through practical knowledge acquired during the training
- Gain familiarity with various technical and computer skills
- Develop a creative mindset that promotes innovation and problem-solving
- Gain the prestige of becoming an asset for the company, thereby boosting self-confidence
- Enhanced skill set will increase the participants efficiency in their roles



2.3 Who Should Attend?

- Administrative assistants
- Administrative Managers
- Office assistants
- Office clerks
- Office secretaries
- Front office managers
- Receptionists
- Project Officers

3. Training Program Outline

3.1 Job description

- **Administrative Assistant/ Secretary role:** Duties and responsibilities
- **Importance of the administrative role**
- **Understanding the Employer:** Goals, strategy, and values

3.2 Office Management Skills

- **Time Management:** Techniques to manage workloads, and meet deadlines effectively.
- **Prioritizing:** Strategies to prioritize tasks and planning ahead
- **Organization:** Best practices for maintaining organized workspaces and filing systems.
- **Record Keeping:** Efficient methods for managing and archiving documents.
- **Meeting and event management:** Meeting and event coordination and minutes
- **Petty cash management:** Cash management techniques
- **Work Styles and Productivity:** Six Work Styles

3.3 Communication Skills

- **Professional Communication:** Enhancing verbal and written communication for internal and external interactions.
- **Conflict Resolution:** Techniques for managing and resolving workplace conflicts.
- **Email etiquettes:** Inward and outward mail, Physical and Electronic mail



- **Switchboard management:** Taking and screening calls, Taking messages, and Telephone manners
- **Professionalism and Ethics:** Upholding professional standards
- **Emotional intelligence:** Self regulation and problem solving

3.4 Customer management skills

- **Customer Service:** Strategies for providing excellent service to clients and stakeholders.
- **Correspondence management:** [Drafting letters](#), Internal business communication, Preparing business reports, and Business networking on behalf of the employer

3.5 ICT Skills

- **Office technology:** Equipping the office and equipment management
- **Email and Calendar Management:** Best practices for managing emails, scheduling, and appointments.
- **Data Management:** Using ICT tools for data entry, storage, and retrieval.
- **Presentation skills**
- **Cybersecurity Awareness:** Basics of cybersecurity to protect sensitive information.
- **Efficiency tools for administrators:** Using ICT tools to enhance efficiency

3.6 Personal Development and Mental Health

- **Project management:** Skills and knowledge to execute a project.
- **Leadership Skills:** Building leadership capabilities to manage teams and projects effectively.
- **Ethics and Professionalism:** Understanding ethical standards and maintaining professionalism in all aspects of work.
- **Stress Management:** Techniques to handle workplace stress and maintain a healthy work-life balance.
- **Setting Boundaries:** Techniques to say no to unreasonable demands and setting boundaries.
- **Seek Support:** Creating a support system among mentors, supervisors, or mental health professionals.



4. Training Delivery Method

The training program will be delivered through a combination of the following methods:

- **Workshops:** Interactive sessions led by experienced trainers.
- **Online Modules:** Self-paced online courses to reinforce learning.
- **Hands-on Practice:** Practical exercises and simulations.
- **Guest Lectures:** Insights from industry experts and professionals.

5. Duration and Schedule

The training program is proposed to run over one week, with sessions scheduled as follows:

- **On-the-job evaluation:** One-off before the commencement of the training
- **Workshops:** Three days, each lasting one full day.
- **Online Modules:** Daily assignments to be completed by the participants.
- **Hands-on Practice:** Incorporated into workshop sessions.
- **Practical application:** Two (2) on-site visits to assess implementation.

6. Expected Outcomes

Upon completion of the training program, participants will:

1. Demonstrate improved efficiency and productivity in their roles.
2. Exhibit enhanced communication and interpersonal skills.
3. Show improved customer management skills.
4. Utilize advanced ICT tools and techniques in their daily tasks.
5. Show increased confidence in managing office operations and challenges.

8. Evaluation

The success of the training program will be evaluated through:

- **Pre - and Post-Training Assessments:** To measure knowledge and skill improvements.
- **Participant Feedback:** Survey to gather feedback on training effectiveness and areas for improvement.
- **Performance Metrics:** Monitoring changes in workplace performance and efficiency.



9. Conclusion

Professional development of administrative staff at the Ministry of ICT and National Guidance will lead to a more efficient, organized, and productive administrative team. The proposed training program aims to empower secretaries and administrative staff with the skills and knowledge necessary to excel in their roles and contribute to the institute's success.

We look forward to your approval and feedback regarding this valuable proposed initiative.

