
AI for Administrative Leaders: Workflow Automation and Office Productivity Training Course

12 – 16 September 2027
Kuala Lumpur





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Programme Summary

AI for administrative leaders is the subject of this one-week training course for heads of administration, office managers and corporate services leaders, ending in an administrative AI adoption plan for one office process. Office tools are often adopted without rules or measures. The approach moves from process selection and workflow diagnosis, through design of controlled automation, to acceptable use and benefit tracking, and then to a worked plan. Mars Training Centre UK delivers this programme in AI for administrative leaders.

The Business Case

Administrative functions handle confidential papers, approvals and records, so an unplanned AI tool can leak information or produce unchecked drafts. Leaders who choose processes by evidence, place human review where errors matter and record results can show which automation earned its place.

- Administrative Cycle Time: Falls as repetitive drafting, routing and summarising tasks are automated with review steps.
- Confidential Data Exposure: Reduces as use rules and tool checks govern what staff may enter into AI tools.
- Rework and Error Rates: Decline as checkpoints catch faulty outputs before they reach decision makers.

Principles and Evidence Base

- NIST AI Risk Management Framework: Its govern, map, measure and manage functions structure the process selection and monitoring work in Sessions 1 and 4.
- NIST AI 600-1 Generative AI Profile: Its risk areas for generative systems guide the review of drafted correspondence and summaries in Sessions 3 and 4.
- ISO/IEC 42001: Its AI management system requirements shape the roles, documented information and oversight arrangements built in Session 4.

Intended Participants

- Heads of administration who decide which office processes receive automation.
- Corporate services managers who run correspondence, records and facilities requests.
- Office managers who supervise teams drafting, scheduling and filing at volume.
- Governance contacts who set rules for tool use.

The programme serves government bodies, banking, healthcare and professional services organisations.



Learning Outcomes

1. Participants will be able to prioritise administrative processes for AI support using a suitability scoring grid.
2. Participants will be able to diagnose cycle time, rework and information handling weaknesses in an office workflow.
3. Participants will be able to construct controlled prompts, templates and routing rules for drafting, meetings and requests.
4. Participants will be able to evaluate the confidentiality exposure of an AI tool and the data staff enter into it.
5. Participants will be able to justify acceptable-use rules and review checkpoints to a governance lead.
6. Participants will be able to construct an indicator set that tracks whether an automation delivers its intended benefit.

Programme Structure

Day 1: AI for Administrative Leaders: Selecting the Right Processes

Which office processes suit AI support, and which should stay manual?

- Administrative Process Inventory
- Generative AI Capability Map for Office Work
- Task Suitability Scoring Grid
- NIST AI Risk Management Framework Functions Applied to Office Use
- Case Review of Two Sector Pilots

Day 2: Workflow Diagnosis and Information Handling

Where do time, rework and information risk sit in the chosen workflow?

- Swimlane Process Mapping
- Pareto Analysis of Administrative Effort
- Cycle Time and Rework Baseline
- Document and Records Classification Scheme
- Confidential Data Exposure Review

Day 3: Designing Controlled Automation

How are correspondence, meetings and requests automated with review in place?

- Prompt Pattern Library for Drafting
- Meeting Summary and Action Log Template
- Request Routing and Calendar Rules
- Human Review Checkpoint Design
- Records Retention Rules for AI Outputs



Day 4: Acceptable Use, Controls and Benefit Tracking

Who may use which tool, on what data, and how are results measured?

- Acceptable-Use Policy Clauses
- ISO/IEC 42001 Roles and Documented Information
- NIST AI 600-1 Risk Review for Generative Tools
- Supplier and Tool Assessment Checklist
- Benefit Tracking Indicator Set

Day 5: Applying AI for Administrative Leaders to One Office Process

Is the adoption plan ready for the sponsor and the governance lead to approve?

- Applying the Session 1 Scoring Grid to the Chosen Process
- Testing the Session 2 Baseline Against a Sample Workflow
- Checking Session 3 Review Checkpoints on Drafted Outputs
- Applying the Session 4 Use Rules to Open Issues
- Completing the Administrative AI Adoption Plan

Methodology

The programme is built around structured exercises on anonymised office material. Participants score processes, map workflows, draft prompts and test review checkpoints in small teams, then defend their plan before a simulated panel. No programming is required.

- Suggested activity: Scoring ten sample office tasks for AI suitability and ranking them.
- Suggested activity: Building a meeting summary template with a human review step.
- Suggested activity: Drafting acceptable-use clauses for staff using a drafting assistant.

Capstone Output

Each participant completes an administrative AI adoption plan for one office process. It contains a suitability score, a workflow map with baseline measures, a set of prompts and templates, review checkpoints, acceptable-use clauses and a benefit indicator set. It is used to brief the sponsoring executive, brief the governance lead and track results after launch.

Frequently Asked Questions

Is AI for administrative leaders suitable without a technical background?

Yes. AI for administrative leaders is set at managerial level and assumes responsibility for office or corporate services processes, not programming or data science skills.



Which frameworks does AI for administrative leaders rest on?

AI for administrative leaders rests on the NIST AI Risk Management Framework, its Generative AI Profile and ISO/IEC 42001 for AI management systems.

How is the plan from AI for administrative leaders used at work?

You use the adoption plan from AI for administrative leaders to brief your sponsor, set staff rules, launch one automation with review steps and track its benefits.

How does AI for administrative leaders differ from a general generative AI course?

AI for administrative leaders centres on choosing, controlling and measuring office automation as a manager, while a general generative AI course centres on how the models work.