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COURSE BROCHURE

Desk-Side Coaching and Cross-Training for Admin Teams Training

7 – 11 November 2027
Kuala Lumpur

Desk-Side Coaching and Cross-Training for Admin Teams Training

Ref: 996_37692 **Date:** 7 – 11 November 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Desk-Side Coaching and Cross-Training for Admin Teams is a 1-week training course for office managers, administrative supervisors and executive assistants who lead admin staff, and it produces a cross-cover skills matrix with a coaching rota for every critical office process. Lean office structures, hybrid rotas and new digital tools mean one absence can stall invoicing, travel bookings or board papers. Jupiter Prime Training offers this course on desk-side coaching and cross-training for admin teams.

Why Desk-Side Coaching and Cross-Training for Admin Teams Matters Now

Three forces press on administrative leads. Office software changes every few months, so procedures written last year drift from how work is actually done. Hybrid attendance leaves fewer colleagues at hand to show a newcomer. Offices relying on one expert per task face backlogs and quiet errors. The course draws on the GROW model for short coaching conversations, the International Coaching Federation ICF Core Competencies for listening and questioning, and ISO 10015 for competence and people development.

Who Gains Most from Desk-Side Coaching and Cross-Training for Admin Teams

- Leads who allocate daily office tasks and answer for turnaround on requests
- Supervisors responsible for onboarding new administrative starters
- Senior assistants who hold executive diaries, travel and correspondence knowledge
- Coordinators who own shared procedures, templates and filing conventions
- Team heads who plan annual leave cover across a support function

The greatest gain comes when a shared-services office or an executive support unit sends several supervisors together to agree one matrix format.

Desk-Side Coaching and Cross-Training for Admin Teams Capabilities

Participants leave able to turn tacit office know-how into coachable steps and a visible cover map.

- Map critical administrative processes and their single points of failure — absence cover decisions
- Build a skills matrix rating each colleague against each office task — rota planning by supervisors
- Conduct a desk-side coaching conversation using the GROW model — the colleague being developed
- Design a process walk-through script with check questions — onboarding of new starters
- Sequence a cross-training plan by risk and workload — the office manager's quarterly priorities

- Assess progress with observed practice and sign-off criteria — executives who depend on cover

Key Desk-Side Coaching and Cross-Training for Admin Teams Terms

- Desk-side coaching — brief coaching at the colleague's workstation during a real task.
- Skills matrix — a grid of each person's proficiency on each task.
- Cross-training — teaching colleagues tasks outside their usual role so work continues during absences.
- Process walk-through — a guided run through a procedure, step by step, with the learner explaining each action.
- Single point of failure — a task only one person can perform, leaving the office exposed when that person is away.
- GROW model — a coaching sequence of Goal, Reality, Options and Will used to structure brief development conversations.

Desk-Side Coaching and Cross-Training for Admin Teams Day by Day

Day 1: The Office as a Network of Know-How

- Critical Process Inventory — Which Office Tasks Stop Service When Missed
- Single Point of Failure Scan — Where Absence Creates Immediate Backlog
- Hybrid Attendance Patterns — How Remote Days Change Learning Opportunities
- ISO 10015 Competence Principles — Linking Office Skills to People Development
- Stakeholder Service Expectations — What Executives Need From Cover Arrangements

Day 2: Coaching Conversations at the Desk

- GROW Model in Five Minutes — Structuring Brief Coaching Between Tasks
- ICF Core Competencies for Listening — Hearing the Real Blocker
- Powerful Questioning Ladder — Moving From Telling to Self-Discovery
- Feedback on Observed Tasks — Correcting Errors Without Undermining Confidence
- Coaching Log Template — Recording Agreed Actions and Follow-Up Dates

Day 3: Capturing Procedures for Transfer

- Process Walk-Through Script — Choosing Steps, Checks and Common Errors
- Screen-Recorded Desk Guides — When Video Beats Written Instructions
- Tell-Show-Do-Review Cycle — Pacing Transfer of a New Task
- Exception Handling Cards — Preparing Cover Staff for Unusual Requests
- Procedure Ownership Register — Keeping Guides Current After Software Changes

Day 4: Skills Matrices and Cross-Cover Planning

- Four-Level Proficiency Scale — Rating Office Staff Consistently Across Tasks
- Skills Matrix Heat Map — Spotting Thin Cover and Overloaded Experts
- Cross-Training Sequencing Grid — Ranking Tasks by Risk and Effort
- Buddy Pairing Criteria — Matching Learners With Patient Task Experts
- Observed Sign-Off Checklist — Deciding When a Colleague Can Cover Alone

Day 5: Practising the Cross-Cover Skills Matrix and Coaching Rota

- Live Desk-Side Coaching Rehearsal — Applying GROW to a Real Office Task
- Walk-Through Script Peer Test — Checking Clarity With a Colleague
- Matrix Gap Prioritisation — Applying Proficiency Ratings to Next Quarter
- Expert Time Protection — Balancing Coaching Load Against Daily Output
- Cross-Cover Skills Matrix and Coaching Rota — Finalising the Office Plan

Applying Desk-Side Coaching and Cross-Training for Admin Teams After the Course

- Run a skills matrix rating session with the office team and share the heat map with the head of function.
- Pair two colleagues on the highest-risk task and hold weekly GROW check-ins until observed sign-off.

Desk-Side Coaching and Cross-Training for Admin Teams Questions FAQ

What is desk-side coaching and cross-training for admin teams, and why does it matter now?

It is the practice of coaching office staff at their workstation and teaching each other's tasks so service continues. It matters now because lean structures, hybrid rotas and frequent software changes leave many offices reliant on one person per critical task.

Which roles gain most from desk-side coaching and cross-training for admin teams?

Office managers, administrative supervisors and senior executive assistants gain most. They hold the know-how others need and plan leave cover.

How does desk-side coaching and cross-training for admin teams differ from a general coaching skills course for managers?

It applies coaching to concrete office tasks rather than career or performance goals. It centres on procedures, walk-through scripts and proficiency ratings rather than broad leadership conversations.

What do you bring back from desk-side coaching and cross-training for admin teams?

You bring back a skills matrix of your own office, walk-through scripts for critical tasks, a coaching log and a sequenced cross-training plan.

Desk-Side Coaching and Cross-Training for Admin Teams: The Way Forward

The cross-cover skills matrix and coaching rota first informs who covers each critical task during the next leave period. Office managers and the executives they support read it. After its first use, revisit the proficiency ratings with the colleagues themselves, because self-ratings reveal hidden expertise a supervisor misses.