Administration and Office Efficiency

Certified Administration and Office Management Professional

Course Introduction

Office administration is key to having a successful organization. It is the connecting link between senior management and the employees. Managers and administrators usually provide the motivation to the work force to make them realize the goals of their organization. In order to stand out and become an integral part of the business team, professionals should have the skills to effectively manage an office and the employees under supervision.

Relationships and inter-personal skills

This training course is designed to provide delegates with the important concepts and ideas they need to understand in order to effectively manage office and maximize their contribution to their teams and organizations. This course focuses on recognizing areas where improvements can be made, developing strategies accordingly, and managing the network of relationships and inter-personal skills and communication.

Target Audience

- Office managers.
- Executive secretaries.
- Administrators and assistants.

Learning Objectives

- Gain a comprehensive understanding of the role of office manager/administrator.
- Identify management skills and communication strategies needed for carrying out responsibilities effectively and create better office productivity.
- Assess and enhance personal organization, communication and interpersonal skills

- Learn various approaches to use when dealing with the management of tasks, teams and individuals
- Understand the key contributions of administrators in the organizational success.

Course Outline

- **01 Day One**

    The Role of the Office Manager/Administrator

    ◦ Identifying your role
    ◦ Perception vs. Reality
    ◦ Competencies required for Success (The Competence Model of Skills, Behaviors and Values)
    ◦ What it takes to be an effective office manager/administrator
    ◦ Time Management Constraints – resources, systems, other people and self
    ◦ Handling requests and conflicting priorities

- **02 Day Two**

    Team Working, Communication and Meetings

    ◦ Team Working and Team Roles
    ◦ Selling your ideas to the boss, colleagues, subordinates and clients
    ◦ Briefing Skills – giving, receiving and passing on
    ◦ Organizing and participating in meetings
    ◦ Notes, minutes and follow-up
    ◦ Preparing a professional report/presentation

- **03 Day Three**

    Managing Working Relationships (Communicating and Supervising with Admin Staff)

    ◦ Delegation – giving and receiving
    ◦ Coaching and training colleagues and staff
    ◦ Communication and listening skills
    ◦ Building rapport
    ◦ Developing a network of working relationships (Influencing Skills)
    ◦ Assertiveness and conflict

◦ People problems and Problem People

◦ Helping others perform, practical motivation and criticism skills

• 04 Day Four

Managing Time, Desk Management and Office Technology

◦ Planning and priority setting (Identifying and eliminating time wasters)

◦ Office layout and ergonomics

◦ Desk efficiency and etiquette

◦ Managing the paper-load and developing paperless systems

◦ Getting the best from Office Technology

◦ Communication Skills (Writing Correspondence – emails, letters, reports)

• 05 Day Five

Managing Information and Budgets, Improving Customer Service and Systems

◦ Principles of information management – scheduling, filtering and digesting

◦ Interpreting and presenting statistical information

◦ Designing and using graphs

◦ Designing surveys, presenting findings and interpreting meaning

◦ Basic concepts of financial management (Monitoring budgets and variance)

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4950.00 $	England - London
July 7, 2025	July 11, 2025	5 days	4250.00 $	UAE - Dubai
Sept. 21, 2025	Sept. 25, 2025	5 days	2150.00 $	Virtual - Online
Oct. 6, 2025	Oct. 10, 2025	5 days	4250.00 $	UAE - Abu Dhabi