



Administration and Office Efficiency

Essential Skills for Highly Productive & Efficient Administrators

Course Introduction

Efficient administration helps in keeping up the productivity of an organization. Productivity and adequacy which are catchphrases in administration are accomplished just through legitimate arranging and control of the exercises, decrease of office expenses and coordination of all exercises of business. In this two-day course we will discuss the importance of administration, and how can one be a productive and efficient administrator.

Target Audience

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

Learning Objectives

- Explain why productivity and effectiveness are critical for a successful administrator.
- Develop self-management which will enable professional advancement.
- Employ their thinking skills to facilitate turning problems into opportunities.
- Apply the power of positive attitude at the workplace.
- Build excellent relationships with people at all levels.
- Plan and organize in order to maximize their use of time and improve their performance at the office.

Course Outline

• 01 Day One

Productivity and Effectiveness

- Definition of productivity
- Efficiency versus effectiveness: differences and practical uses
- Optimizing quality and quantity of production through streamlining
- Signs of inefficiencies at your office
- Simplification of work processes
- Work breakdown structures

Effective Self-Leadership

- Principles of self-leadership
- Self-leadership as a prerequisite for leading others
- Understanding what makes people 'tick': personal values
- Performing a personal SWOT analysis
- Building on your talents
- Becoming more proactive

• 02 Day Two

The Thinking Administrator

- Using different thinking techniques to boost your professionalism
- Using creativity as a business tool
- Mental blocks and ways to overcome them
- Brainstorming your best options
- Solving office problems (and turning them into opportunities)
- Kaizen: focusing on continuous improvements

Developing Your Work Relationships

- Building rapport with your manager, colleagues and clients\
- Adapting to different working styles
- Wearing the right 'hat'
- Navigating through people problems and problem people
- Resolving conflict with a win-win outcome
- Applying the principles of emotional intelligence
- Best practices in dealing with your manager

• 03 Day Three

Organizing and planning for best performance

- Setting challenging performance goals
- Putting Key Performance Indicators (KPIs) to work
- Utilizing planning strategies and forward thinking
- Prioritizing your objectives
- Personal action planning
- The planning cycles

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 23, 2025	3 days	3250.00 \$	UAE - Dubai
July 21, 2025	July 23, 2025	3 days	1550.00 \$	Virtual - Online
Oct. 19, 2025	Oct. 21, 2025	3 days	3250.00 \$	KSA - Riyadh