



Administration and Office Efficiency

Advanced Office Management & Effective Administration Skills

Course Introduction

To excel as an Office Manager, Administrator or Secretary you need to perfect your interpersonal andb

- Prioritize your daily responsibilities to achieve maximum output
- Streamline your work practices and office environment
- Communicate effectively and assertively at all levels
- Understand yourself and others thereby improving interactions and relationships
- Use techniques to help you think creatively, solve problems, plan, and make decisio

Target Audience

- Office Managers
- Team leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PA's

Learning Objectives

- Learn how to prioritize and cope with multiple tasks
- Learn how to think as a manager – planning, making decisions and solving problems
- Learn how to improve their communication skills to enhance their relationships
- Learn to manage your thoughts and feelings and improve self-confidence
- Learn how to be assertive and therefore more effective in the workplace

- Understand and develop intrapersonal and interpersonal skills

Course Outline

• 01 Day One

Taking control of your work

- Introductions – Getting to know each other
- Understanding and clarifying purpose, vision and mission
- External and customer service
- The secret to working smarter rather than harder
- Using high leverage activities to achieve more in less time
- Controlling, prioritizing and organizing your work
- Making a long term plan to create the best office in the company!
- Streamlining your office systems
- Getting your paperwork under control
- Making your office user friendly and efficient

Essential Administrative Skills

- Harnessing the power of the mind – through Mind Mapping Techniques
- Right brain/left brain theory
- Managing larger projects to meet deadlines
- Planning skills – using a Gannt chart to chart work progress
- Problem solving techniques
- Becoming more proactive
- Decision Making tools
- Managing meetings effectively
- Keeping minutes of a meetings
- Working with more than one manager

• 02 Day Two

Vital Communication Skills

- Common communication mistakes
- Different styles of communication

- Communicating with Confidence
- Learning to be more assertive
- Win-win conflict resolution
- The most effective way to say no
- Understanding and using body language
- Understanding gender differences in communication
- Overcome biases and discomfort associated with exercising power
- Understanding different personality types and how to deal with them
- How to create an effective working relationship with any kind of boss

Developing as a professional

- Listening skills – seeking to understand before being understood
- The number one reason we don't listen well
- Creating a professional image
- Leadership skills
- Knowing and accepting yourself as a leader
- Making things happen from anywhere in the organization
- How to make presentations with confidence and power
- Overcoming the fear of public speaking
- Learn the essentials of planning a presentation
- How to hold the attention of a group
- Painless methods for giving corrective feedback
- Best practices for delivering positive feedback

• 03 Day Three

Self-Empowerment and Self-Management

- Understanding the main causes of stress
- How to build self-confidence and strengthen the ability to respond to difficult situations
- How to relax and refresh the mind and body
- The signs, symptoms, causes and triggers to stress
- Why stress is a powerful messenger
- How to break the vicious cycle of stressful thinking
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactivity
- Becoming a more proactive, responsible and self-aware person
- Continuing Professional Development – where to go from here

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 11, 2025	May 13, 2025	3 days	3250.00 \$	KSA - Riyadh
Sept. 1, 2025	Sept. 3, 2025	3 days	4950.00 \$	USA - Los Angeles
Oct. 12, 2025	Oct. 14, 2025	3 days	1550.00 \$	Virtual - Online
Dec. 15, 2025	Dec. 17, 2025	3 days	3250.00 \$	UAE - Dubai