



Administration and Office Efficiency

Office Management Skills Training Course

Course Introduction

What skills do you require to become an Office Manager? Office Management Skills require professionals to closely work with other departments to develop an effective work environment. Office Management requires officers to take responsibility for ensuring that the entire office functions and processes run smoothly. Such officers do not necessarily need to have any specialized education, but they do need to have well-developed administrative and managerial skill sets with relevant experience in such roles. To become a good office manager you need to first manage yourself well. Managing your time and tasks should be the vital skills to achieve maximum success. You will need in-depth interpersonal and behavioural skills to face challenges of working with different management types.

Office Management Skills

You will also need to stay in control while dealing with conflicting priorities when performing various tasks. Office Management professionals need to be expert multi-taskers and need to be organized to deal with any difficult office situations that may come your way.

The office is a key area that we have to invest in, as we do into other departments. Office managers to have up-to-date knowledge to support day to day operations of an organization in a smooth and effective manner. This Certificate in Office Management Skills Training Course will allow participants to learn how to reduce inefficiency and create a productive office workplace.

Participants will learn systems that can be incorporated into office structures. You will also learn the skills to be assertive and organized in managing different people in different positions. Delegates will learn techniques and core skills in utilizing resources, managing time, communicating, and collaborating with others in a skilful manner. This program also covers key management principles that will support in achieving the organizational and office goals and objectives.

Training Methodology

We have created this high-skilled Certificate in Office Management Skills Training Course for professionals looking to have updated skills for a smooth running and productive office.

This workshop is very practical and based on the adult learning concept. It is presented through a combination of theoretical lessons, interactive exercises, and discussion of case scenarios examples. Participants are encouraged to involve in role plays and group activities. It is through active involvement that the application of the learnings is implemented. Customized courses can be designed to attain learning objectives based on present office scenarios. We follow the Do–Review–Learn–Apply Model, with pre-course and post-course assessments are used to measure training success and to ensure participant's job-related learnings are achieved.

Target Audience

- Individuals responsible for the managing and organizing of an office environment.
- All levels of administrative professionals
 - executives
 - secretaries
 - Office Managers
 - Administration Managers
 - Supervisors
 - Admin support staff
 - personal assistants
 - professionals reporting to the management
- Those who want to gain knowledge on administration and office management.

Learning Objectives

- Know how to effectively manage office technology, staff, and the environment as a whole
- Develop creative approaches when managing tasks, teams, and individuals
- Learn best practices for streamlining office processes and workflow.
- Develop office procedures, tools, and office strategies to enhance work productivity
- Manage a network of working relationships and manage various stakeholders
- Employ efficient tactics to communicate and solve problems

- Learn the use of professional business writing and written communication
- Explore different time management tools and techniques
- Understand your responsibilities and role in corporate meetings
- Comprehend the basic finance systems used in office and budget management
- Know fundamental procurement processes
- Learn assets management strategy
- Manage the performance of various administrative staff
- Develop resilience and the ability to manage stress in a challenging environment

Course Outline

- **01 Day One**

Module 1: Office Management: Fundamentals

- Managing role expectations
- Necessary Skills of an effective office manager
- Common misconceptions of office management
- Principles of management
- Causes of office management failure
- Importance of Office Managers in today's organizations

Module 2: Office Managers Responsibilities

- Managing and Maintaining the Office Premises
- Health and safety
- Safeguarding equipment
- Space management
- Managing Supplies and Materials
- Managing Technology
- Resources Utilization
- Efficient use of manpower
- Emergency Contact

- **02 Day Two**

Module 3: Office Operations Skills

- Presenting Data
- Meeting management
- Business reports
- Project management
- Professional development objectives
- Work Impact evaluation
- Event Planning core Skills
- Office Policies and Procedures
- Office Compliance and Audits
- Applying assertiveness and its importance

Module 4: Customer Service Skills

- Customer service etiquette
- Welcoming visitors
- Reception Skills
- Receiving post and deliveries
- Handling with telephone calls
- Sounding confident and helpful
- Dealing with difficult customers
- Dealing with customer complaints
- External Communications
- Public relations

• 03 Day Three

Module 5: Interpersonal Skills in Office Management

- Multi-Tasking and Effective Time Management
- Effective Team Building Skills
- Dealing with Pressure and Stress
- Essential Negotiation Skills
- Systematic Process Thinking
- Analyzing potential solutions
- Making plans and Managing priorities
- Setting SMART goals and objectives
- Tackling the productivity blockers

Module 6: People Management

- People management: Knowing strengths and limitations
- Understanding workplace dynamics
- Developing your team
- Monitoring and encouraging high performance
- Managing emotions and Positive EQ for workplace effectiveness
- Managing conflicting priorities
- Dealing with Difficult People and workplace conflict
- Managing disagreements and developing trust Importance of delegation

• 04 Day Four

Module 7: Communication Skills

- Communication skills
- Impact of effective communication
- Active and empathetic listening skills
- Questioning skills
- Business writing
- Writing professional letters, memos, and e-mail
- Keep your messages organized, short and simple
- Phrases and Words use in letters
- Purposes and Types of Report
- Report Writing Process and Structure

Module 8: Data and Records Management

- Filing and records management
- Filing methods and types
- Record Retention Program
- Information and Data management
- Privacy and security
- Data Protection
- Digitalization of Documents
- Records Management Systems

• 05 Day Five

Module 9: Meetings Management

- Importance of an agenda

- Types of meetings
- Organizing a meeting
- Facilitating a meeting
- Meeting effectiveness
- Handling hurdles during meetings
- Minute taking styles
- Minute publishing styles
- Preparing Action Plans

Module 10: Office Finances and Procurement Functions

- Handling petty cash
- Different types of financial documents
- Spending and Monitoring department budget
- Procurement Management
- Procurement Process and Policy
- Asset Management and Tracking
- Maintaining Register and expenses

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 11, 2025	May 15, 2025	5 days	4250.00 \$	KSA - Riyadh
May 19, 2025	May 23, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Nov. 3, 2025	Nov. 7, 2025	5 days	5950.00 \$	USA - Los Angeles