BOOST
THE LEADING TRAINING PROVIDER

Administration and Office Efficiency

Administration and Office Management

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.

inter-personal skills and communication.

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

Who is this course for, and can benefit the most

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

Learning Objectives

At the end of the training course, participants will be able to

- 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

  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

- **02 Day Two**

  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

  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)

- **03 Day Three**

  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)
- ◦ Improving customer service and systems – continuous improvement
- ◦ Having the right attitude
- ◦ Providing excellent service
- ◦ Handling complaints
- ◦ Understanding the needs of internal and external customers
- ◦ Action planning

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 14, 2025	3 days	4950.00 $	USA - Texas
Aug. 4, 2025	Aug. 6, 2025	3 days	3250.00 $	UAE - Dubai
Nov. 10, 2025	Nov. 12, 2025	3 days	3250.00 $	UAE - Abu Dhabi
Dec. 1, 2025	Dec. 3, 2025	3 days	1550.00 $	Virtual - Online