BOOST
THE LEADING TRAINING PROVIDER

Administration and Office Efficiency

Mastering Office Management Essential Skills for Administrative Teams

Course Introduction

Office management and administration is key to having a successful organization. It is the connecting link between senior management and the employees. 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 activities involved therein.

This training program is designed to provide newly inducted employees with the essential concepts and technical skills they need in order to effectively manage office tasks. This program focuses on recognizing areas where improvements can be made, developing strategies accordingly, and managing the network within the organization.

Target Audience

Administrative Assistants:

• Individuals responsible for daily office tasks, supporting managers, and ensuring smooth operations.

Executive Assistants:

• Professionals who provide high-level administrative support to senior executives, often managing complex schedules and communications.

Office Managers:

• Individuals who oversee office operations, including organizing meetings, managing supplies, and maintaining office efficiency.

Receptionists:

• Front desk personnel who are often the first point of contact and need to manage visitor interactions and office communications effectively.

Administrative Coordinators:

• Individuals who coordinate various administrative functions across departments, ensuring proper workflow and communication.

Personal Assistants:

• Assistants who manage both professional and personal tasks for executives or business owners, requiring strong organizational skills.

Secretaries:

• Professionals who perform clerical tasks such as typing, filing, and scheduling, and need to master modern office management techniques.

Junior Administrative Staff:

• Entry-level administrative staff looking to develop foundational skills for career progression within office management roles.

Learning Objectives

- Gain a comprehensive understanding of what office management is, the role you play, and its importance in the workplace.
- Identify technical 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.

Course Outline

• **01 Day One**

Introduction to Office Management:

- ◦ Identifying your role
- ◦ Perception vs. Reality
- ◦ Importance of Office Management
- ◦ 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

Managing Communication and Meetings:

- ◦ Accomplish more by creating and sending appointments
- ◦ Adding recurring appointments
- ◦ Creating appointments from email messages
- ◦ Re-scheduling recurring appointments
- ◦ Deleting and restoring appointments

Manage your time by creating events and working with the calendar:

- ◦ Sing and multi day events
- ◦ Adding a yearly calendar
- ◦ Displaying holidays on your calendar
- ◦ Switch between and print different calendar views

- **02 Day Two**

Spend less time by scheduling and managing your meetings:

- ◦ Create and send a meeting request
- ◦ Receiving and accepting a meeting request

- ◦ Declining meeting requests
- ◦ Proposing a new time for meetings instead of negotiating it by email
- ◦ Reserving resources in a meeting request (Room, projector, brunch …)
- ◦ Managing responses (Who can attend and who can't)
- ◦ Adding and removing attendees
- ◦ Communicating with attendees only
- ◦ Cancelling meetings
- ◦ Notes, minutes and follow-up
- ◦ Preparing a professional report/presentation

Office Technology: Time and Desk Management:

- ◦ Getting the best from Office Technology
- ◦ Desk efficiency and etiquette
- ◦ Planning and priority setting (Identifying and eliminating time wasters)

Save time by successfully creating, sending, reading and working with your E-mail messages

- ◦ Working with automation features
- ◦ Formatting messages
- ◦ Check message spelling
- ◦ Reply, Reply To All, Forward, CC, BCC, Hyperlinks
- ◦ Delete and restore a deleted message
- ◦ Working with attachments (Documents and images)

- **03 Day Three**

Adjust your setting message options and correctly use the search folder

- ◦ Setting the sensitivity and importance level (High importance, low importance …)
- ◦ Delaying email delivery (do not deliver before)
- ◦ Specifying email reply address
- ◦ Requesting read and delivery receipts
- ◦ Message flags for reminders
- ◦ Junk, safe and blocked senders list

Waste less time by properly using contacts and group them in contact groups

- Attaching items to contacts
- Adding contacts from the same company
- Forwarding and saving contacts
- Adding contacts to contact groups

Be more productive by adding and managing your own tasks

- Add a task status: In progress, not started, waiting on someone else, deferred or completed
- Add recurring tasks to repeat daily, weekly, monthly ...
- Marking tasks as completed
- Accepting or declining assigned tasks
- Delegating assigned tasks
- Generate status reports of your tasks
- Send a task status report

• 04 Day Four

Managing the paper-load and developing paperless systems:

- Use the Electronic Business Card time wasteless module
- Customize, edit and move field values
- Get people contact details from Social Network accounts (Facebook and LinkedIn)
- Explore various formats to forward a contact

Be effective by easily exporting and backing up all your messages and contacts

Save time by sharing workspaces and delegating access to mail folders

- Assign various permissions to users
- Share your calendar with other users
- Assign who can edit and who can just view you details
- Share your availability (your free time) or all your details

Acquiring effective Communication Skills:

Be more efficient by inserting advanced graphs, charts and objects in your E-mail

- Bookmarks, WordArt, Equations, Symbols, Tables
- Customize bar graphs, charts and pie charts and add colors, legends, data labels and data tables
- Use automatic replies (Out of office, vacation mode …)

• 05 Day Five

Make use of your limited working hours by efficiently sorting, filtering, organizing and searching your messages

- Filter by name, date, importance
- Use conditional formatting to organize your emails
- Creating a Custom Search Folder to easily group queried emails

Synchronize your calendar with your mobile to check your tasks on the go

- Display Free/Busy options
- Show various Time Zone options for frequent travelers
- Managing overlay calendar
- View your meetings on your calendar

Use the To-Do list time saving feature available in Microsoft Outlook

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4250.00 $	UAE - Abu Dhabi
Sept. 15, 2025	Sept. 19, 2025	5 days	4250.00 $	UAE - Dubai
Dec. 15, 2025	Dec. 19, 2025	5 days	5950.00 $	USA - Texas