



Administration and Office Efficiency

Certified Administrative Manager (CAM)

Course Introduction

The Certified Administrative Manager (CAM) certification is designed for professionals seeking to lead administrative operations and drive organizational success.

This 5-day exam preparation training program provides a deep dive into the core competencies of effective management, from decision-making and communication to leadership, finance, HR, and legal compliance.

The training program blends foundational theory with practical insights to ensure learners are fully prepared to succeed in their roles and pass the CAM certification exam.

Target Audience

- Understand core management functions, decision-making processes, and organizational structures.
- Apply strategic planning and goal-setting frameworks in line with company vision.
- Communicate and negotiate effectively to resolve conflict and drive outcomes.
- Manage financial resources, interpret reports, and apply budgetary controls.
- Utilize leadership styles to motivate, delegate, and manage performance.
- Implement effective HR practices including hiring, retention, and appraisal.
- Lead strategic initiatives, manage change, and mitigate risk.
- Ensure compliance with legal and ethical standards across business operations.

Learning Objectives

- Administrative Professionals
- Office Managers and Administrative Supervisors
- Aspiring Managers
- HR and Operations Coordinators

Course Outline

• DAY 01

Management Principles & Organizational Structures

- Principles of management: planning, organizing, leading, controlling
- Administrative roles and responsibilities
- Organizational types and structures (functional, matrix, flat, divisional)
- Authority, responsibility, delegation, and decision-making hierarchy
- Managerial roles (Mintzberg framework)
- Case Studies.

Communication & Negotiation in Management

- Principles of effective business communication
- Written vs. verbal communication techniques
- Communication channels in organizations
- Barriers to communication and overcoming them
- Foundations of negotiation strategy and influence
- Negotiation styles and resolution techniques
- Practical Application.

• Day 02

Goal Setting, Planning & Decision-Making

- Strategic, tactical, and operational goals
- SMART objectives and KPI alignment
- Planning process and tools (SWOT, PESTLE, Gantt charts)
- Structured decision-making models (Rational, Vroom-Yetton, Six Thinking Hats)
- Problem-solving techniques and scenario analysis
- Practical Application

Resource Management & Budgeting

- Types of organizational resources: human, physical, technological, financial
- Resource allocation and prioritization strategies
- Budget planning, forecasting, and variance analysis
- Cost-benefit analysis and ROI calculations
- Project budgeting and expense control systems
- Practical Application.

• Day 03

Leadership Styles & Team Performance

- Leadership vs. management
- Leadership theories (Transformational, Transactional, Servant, Situational)
- Team development stages (Tuckman model)
- Motivational theories (Maslow, Herzberg, McClelland)

- Conflict resolution, delegation, and employee engagement

Human Resource Management

- HR planning and forecasting
- Recruitment and selection processes
- Orientation, training, and development
- Performance appraisal systems and 360° feedback
- Retention strategies and employee lifecycle
- Employee rights, labor relations, and discipline

• Day 04

Financial Management & Analysis

- Interpreting financial statements (income statement, balance sheet, cash flow)
- Break-even analysis and contribution margin
- Working capital, liquidity, and solvency
- Budget monitoring and cost control
- Risk assessment and internal controls in finance

Strategic Management & Business Growth

- Strategy formulation and implementation
- Vision, mission, and strategic alignment
- Balanced Scorecard and strategy maps
- Monitoring KPIs and adapting to market changes
- Business model innovation and sustainability planning

• Day 05

Change Management & Organizational Adaptability

- Change management models (Kotter's 8 steps, ADKAR)
- Preparing teams for change
- Managing resistance and gaining buy-in
- Leading transformation and innovation
- Measuring change success and feedback loops

Business Law, Ethics, and Exam Preparation

- Foundations of business law (contracts, liabilities, compliance)
- Workplace law and employee rights
- Ethical decision-making frameworks
- Corporate social responsibility and governance
- CAM exam overview and structure
- Full-length mock exam + question review
- Final exam tips and personalized study plan

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 4, 2025	Aug. 8, 2025	5 days	4250.00 \$	UAE - Dubai
Oct. 27, 2025	Oct. 31, 2025	5 days	4250.00 \$	UAE - Abu Dhabi