



Consulting and Training | Reach New Heights

**Course Name**

# **Certified Administration and Office Management Professional**

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**Sector Name**

Administration and Office Efficiency

**Document Type**

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## Certified Administration and Office Management Professional

### 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 workforce 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.

### Relationships and inter-personal skills

This training course is designed to provide delegates with the important concepts and ideas they need to understand in order to effectively manage the 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, interpersonal skills, and communication.

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## Certified Administration and Office Management Professional

### Target Audience

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

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### Learning Objectives

- ✓ Gain a comprehensive understanding of the role of office manager/administrator.
- ✓ Identify management skills and communication strategies needed for carrying out responsibilities effectively and creating 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 to organizational success.

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### 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

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### Course Outline

#### ✓ **02 Day Two**

##### **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

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### Course Outline

#### ✓ **03 Day Three**

##### **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

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### Course Outline

#### ✓ **04 Day Four**

##### **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)

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### Course Outline

#### ✓ **05 Day Five**

##### **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)

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## Certified Administration and Office Management Professional

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 19, 2027	April 23, 2027	5 days	4950.00 \$	England , London
July 13, 2026	July 17, 2026	5 days	4250.00 \$	UAE , Dubai
Oct. 12, 2026	Oct. 16, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Feb. 1, 2027	Feb. 5, 2027	5 days	4250.00 \$	UAE , Dubai

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