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Course Name

Advanced Office Management & Effective Administration Skills

Sector Name

Administration and Office Efficiency

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Advanced Office Management & Effective Administration Skills

Course Introduction

To excel as an Office Manager, Administrator,or Secretary,you need to per

to ensure you stay in control and on top of every one of your responsibilit

- ✓ Prioritize your daily responsibilities to achieve maximum output
- ✓ Streamline your work practices and office environment
- ✓ Communicate effectively and assertively at all levels
- ✓ Understand yourself and others,
  thereby improving interactions and relationships
- ✓ Use techniques to help you think creatively, solve problems, plan, and m

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Target Audience

- ✓ Office Managers
- ✓ Team leaders
- ✓ Administrators
- ✓ Supervisors
- ✓ Secretaries
- ✓ Support Staff
- ✓ PA’s

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Learning Objectives

- ✓ Learn how to prioritize and cope with multiple tasks
- ✓ Learn how to think as a manager – planning, making decisions, and solving problems
- ✓ Learn how to improve their communication skills to enhance their relatio
- ✓ Learn to manage your thoughts and feelings and improve self-confidence
- ✓ Learn how to be assertive and therefore more effective in the workplace
- ✓ Understand and develop intrapersonal and interpersonal skills

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Course Outline

✓ 01 Day One

Taking control of your work

- ✓ Introductions – Getting to know each other
- ✓ Understanding and clarifying purpose, vision, and mission
- ✓ External and customer service
- ✓ The secret to working smarter rather than harder
- ✓ Using high-leverage activities to achieve more in less time
- ✓ Controlling, prioritizing, and organizing your work
- ✓ Making a long-term plan to create the best office in the company!
- ✓ Streamlining your office systems
- ✓ Getting your paperwork under control
- ✓ Making your office user-friendly and efficient

Essential Administrative Skills

- ✓ Harnessing the power of the mind – through Mind Mapping Techniques
- ✓ Right brain/left brain theory
- ✓ Managing larger projects to meet deadlines
- ✓ Planning skills – using a Gantt chart to chart work progress
- ✓ Problem-solving techniques
- ✓ Becoming more proactive
- ✓ Decision-Making Tools
- ✓ Managing meetings effectively

- ✓ Keeping minutes of a meeting
- ✓ Working with more than one manager

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Course Outline

✓ 02 Day Two

Vital Communication Skills

- ✓ Common communication mistakes
- ✓ Different styles of communication
- ✓ Communicating with Confidence
- ✓ Learning to be more assertive
- ✓ Win-win conflict resolution
- ✓ The most effective way to say no
- ✓ Understanding and using body language
- ✓ Understanding gender differences in communication
- ✓ Overcome biases and discomfort associated with exercising power
- ✓ Understanding different personality types and how to deal with them
- ✓ How to create an effective working relationship with any kind of boss

Developing as a professional

- ✓ Listening skills – seeking to understand before being understood
- ✓ The number one reason we don't listen well
- ✓ Creating a professional image
- ✓ Leadership skills
- ✓ Knowing and accepting yourself as a leader
- ✓ Making things happen from anywhere in the organization
- ✓ How to make presentations with confidence and power

- ✓ Overcoming the fear of public speaking
- ✓ Learn the essentials of planning a presentation
- ✓ How to hold the attention of a group
- ✓ Painless methods for giving corrective feedback
- ✓ Best practices for delivering positive feedback

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Course Outline

✓ 03 Day Three

Self-Empowerment and Self-Management

- ✓ Understanding the main causes of stress
- ✓ How to build self-confidence and strengthen the ability to respond to difficult situations
- ✓ How to relax and refresh the mind and body
- ✓ The signs, symptoms, causes, and triggers of stress
- ✓ Why stress is a powerful messenger
- ✓ How to break the vicious cycle of stressful thinking
- ✓ The essential skills of emotional intelligence
- ✓ Using emotional intelligence at work
- ✓ Transforming fear and negativity, and reactivity
- ✓ Becoming a more proactive, responsible, and self-aware person
- ✓ Continuing Professional Development – where to go from here

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 23, 2027	May 25, 2027	3 days	3250.00 $	KSA , Riyadh
Sept. 13, 2027	Sept. 15, 2027	3 days	3950.00 $	USA , Los Angeles
Oct. 18, 2027	Oct. 20, 2027	3 days	1550.00 $	Virtual , Online
Dec. 21, 2026	Dec. 23, 2026	3 days	3250.00 $	UAE , Dubai

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