



Consulting and Training | Reach New Heights

**Course Name**

# Office Administration Training Course

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**Sector Name**

Administration and Office Efficiency

**Document Type**

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## Office Administration Training Course

### Course Introduction

The Office Administration Training Course is designed to help professionals develop essential administrative skills and effective office management practices required to run modern workplaces efficiently. Office administrators play a vital role in coordinating daily operations, maintaining organized workflows, and supporting business productivity across departments.

This course focuses on developing practical competencies in business communication, document management, and administrative support, enabling participants to handle office responsibilities with confidence and professionalism. Participants will learn how to manage office documentation, maintain accurate records, and improve information flow through structured document control and filing systems.

The training also covers key workplace capabilities such as time management, meeting management, and calendar scheduling, helping professionals organize tasks, coordinate meetings, and manage multiple priorities effectively. These skills are essential for maintaining smooth office operations and improving workplace productivity.

In addition, the program introduces modern tools used in office environments, including office software and digital productivity platforms such as Microsoft Office, which support data organization, reporting, and communication.

By the end of the course, participants will strengthen their administrative management, organizational skills, and professional communication abilities, enabling them to contribute to efficient office operations, improved teamwork, and higher levels of organizational performance

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## Office Administration Training Course

### Target Audience

- ✓ Administrative Managers
- ✓ Office Managers
- ✓ Administrative Staff
- ✓ Administrative Executives
- ✓ Those who wish to make their career in administration
- ✓ Anyone who finds office management a challenge
- ✓ People who would like to make their career in office management

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### Learning Objectives

- ✓ Learn how to schedule and prioritise administrative tasks within deadlines
- ✓ Maintain a variety of records- electronic and paper records
- ✓ Prepare business documents
- ✓ Administration of office equipment and technologies
- ✓ Draft reports
- ✓ Organise meetings, seminars, special events, and travel arrangements
- ✓ Know the Basic principles of Project management
- ✓ Ensure quick response and seamless flow of information
- ✓ Behave professionally in different office situations
- ✓ Understand the relevant standards and ethics code

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## Office Administration Training Course

### Course Outline

#### ✓ 01 Day One

##### **Module 1: Understanding Your Role**

- ✓ Understand your Roles
- ✓ Office manager and administrator
- ✓ Envisage Perception vs reality
- ✓ The qualities of successful administrators
- ✓ List competencies required for success
- ✓ Being a 'star' at the workplace

##### **Module 2: Communication Skills**

- ✓ Effective communication skills
- ✓ Verbal and written
- ✓ Gaining credibility, trust, and gaining recognition
- ✓ Importance of possessing a positive attitude
- ✓ Being assertive while conversing
- ✓ Constituents of Professional Business writing
- ✓ Style and Layout
- ✓ Understanding your audience to achieve the readers objective

##### **Module3: Presentation Skills**

- ✓ How to Prepare a professional presentation
- ✓ Sell your ideas to your boss, colleagues, subordinates, and clients
- ✓ Draft reports, write memos, etc.

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## Office Administration Training Course

### Course Outline

#### ✓ 02 Day Two

##### **Module4: Telephonic Skills**

- ✓ What constitutes professional behaviour on the phone?
- ✓ Improving your listening skills on the phone
- ✓ How to deal with difficult callers?
- ✓ Common phone problems

##### **Module 5: The customer**

- ✓ Understanding the needs of and how to handle and serve the internal and external customers
- ✓ Providing excellent service by removing barriers
- ✓ Working as a team and doing away with the silo mentality
- ✓ Handling queries and complaints

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### Course Outline

#### ✓ 03 Day Three

##### **Module 6: Time Management**

- ✓ Better Time Management
- ✓ Planning and managing time for self
- ✓ Identifying and eliminating time wasters
- ✓ How to set goals and priorities on a monthly, weekly, and daily basis?
- ✓ Measuring your efficacy and effectiveness
- ✓ Preparing and learnings from time logs and sheets

##### **Module 7: Managing Meetings**

- ✓ Planning and Organizing meetings
- ✓ How to conduct an effective meeting?
- ✓ Drawing the agenda
- ✓ Taking down minutes of meetings
- ✓ Coordinating and Updating the previous minutes of the meeting

## Office Administration Training Course

### Course Outline

#### ✓ **04 Day Four**

##### **Module 8: Stress Management**

- ✓ What is Stress and Stress management?
- ✓ Causes and symptoms of Stress Management
- ✓ Identifying your stressors
- ✓ How does stress affect performance?
- ✓ Making a stress management plan

##### **Module 9: Filing and Indexing**

- ✓ How to create a filing system?
- ✓ Listing the files
- ✓ Naming the files
- ✓ How to place papers in file folders?
- ✓ Setting up a system for filing success
- ✓ Making filing a part of the audit

## Office Administration Training Course

### Course Outline

#### ✓ 05 Day Five

##### **Module10: Property Management**

- ✓ Facilities Management
- ✓ Construction Management
- ✓ Lease Administration
- ✓ Tenant Relations
- ✓ Vendor Management
- ✓ Asset Management

##### **Module 11: Policies**

- ✓ Identifying and formulating policies as required
- ✓ Setting the process and procedures to ensure compliance
- ✓ How to conduct a Regular Audit?
- ✓ Understanding the legal perspective

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## Office Administration Training Course

### Confirmed Sessions

| FROM           | TO             | DURATION | FEES       | LOCATION          |
|----------------|----------------|----------|------------|-------------------|
| May 23, 2027   | May 27, 2027   | 5 days   | 4250.00 \$ | KSA , Riyadh      |
| Sept. 21, 2026 | Sept. 25, 2026 | 5 days   | 4250.00 \$ | UAE , Abu Dhabi   |
| Nov. 9, 2026   | Nov. 13, 2026  | 5 days   | 5950.00 \$ | USA , Los Angeles |
| March 15, 2027 | March 19, 2027 | 5 days   | 4250.00 \$ | UAE , Dubai       |

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