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Course Name

Advanced Administration and Office Management Professional

Sector Name

Administration and Office Efficiency

Document Type

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Advanced 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 work force 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.

This **BOOST** training course is designed to provide delegates with the important concepts and ideas they need to understand in order to become an effective administrator 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 and inter-personal skills and communication.

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Target Audience

This BOOST training course is designed and beneficial professionals seeking to upscale their skills and knowledge in managing respective offices such as administrators, administrative personnel and people newly appointed to supervisory roles, and executive secretaries.

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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 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
- ✓ Understand the key contributions of administrators in the 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

Essential Administrative Skills

- ✓ Mind Mapping Techniques
- ✓ Right Brain / Left Brain Theory
- ✓ Managing Larger Projects to Meet Deadlines
- ✓ Planning and Problem-Solving Skills
- ✓ Managing Meetings Effectively
- ✓ Working with more than One Manager

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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)
- ✓ Improving customer service and systems – continuous improvement
- ✓ Having the right attitude
- ✓ Providing excellent service
- ✓ Handling complaints
- ✓ Understanding the needs of internal and external customers
- ✓ Action planning

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 23, 2027	Aug. 27, 2027	5 days	4950.00 $	Spain , Barcelona
Dec. 28, 2026	Jan. 1, 2027	5 days	4250.00 $	UAE , Dubai
Jan. 25, 2027	Jan. 29, 2027	5 days	4250.00 $	UAE , Abu Dhabi
July 26, 2027	July 30, 2027	5 days	2150.00 $	Virtual , Online
May 23, 2027	May 27, 2027	5 days	4250.00 $	KSA , Jeddah

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