

**Course Name**

# **Certified Administrative Professional (CAP)**

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**Sector Name**

Administration and Office Efficiency

**Document Type**

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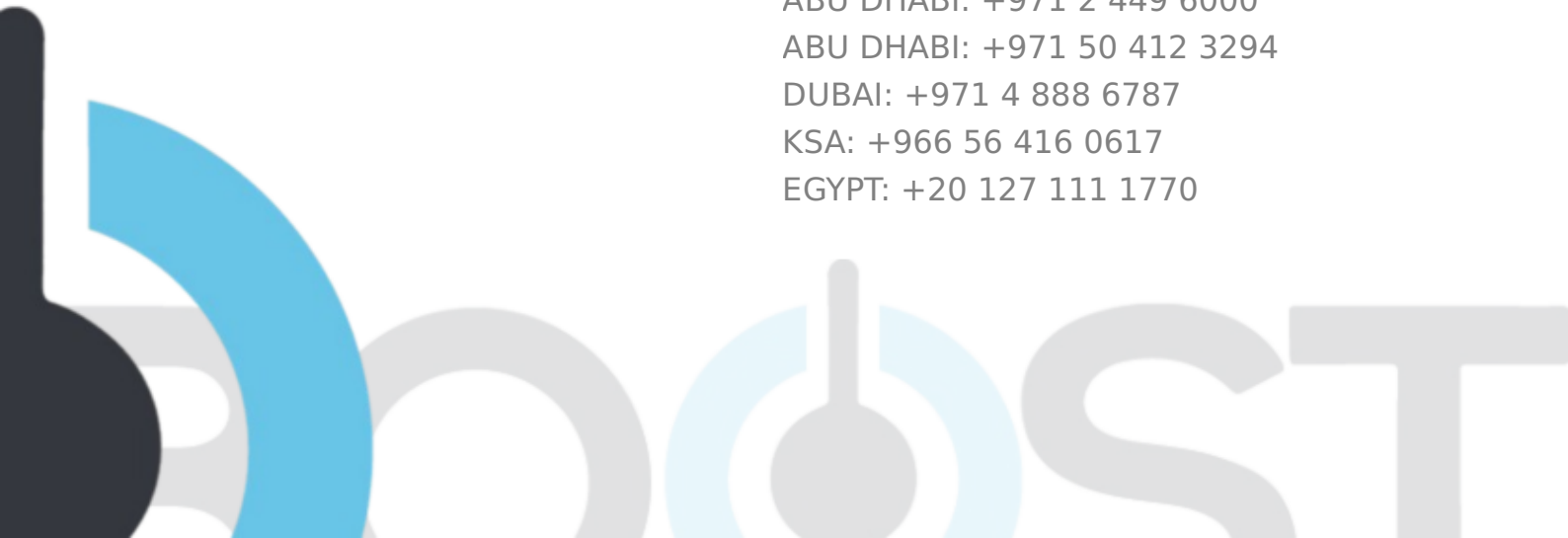
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## Certified Administrative Professional (CAP)

### Course Introduction

Administrative professionals play a pivotal role in ensuring organizational efficiency, enabling executive productivity, and facilitating seamless communication across departments. As organizations continue to embrace digital transformation, hybrid work models, and increasingly complex business operations, the expectations placed on administrative professionals have evolved far beyond traditional office support.

This comprehensive **five-day** training program is designed to strengthen the core competencies required of modern administrative professionals while aligning with internationally recognized best practices reflected in the Certified Administrative Professional **(CAP)** Body of Knowledge.

This program equips participants with the knowledge, practical skills, and professional behaviors necessary to effectively manage administrative operations, support executive leadership, coordinate projects, improve workplace efficiency, and communicate professionally with diverse stakeholders.

## Certified Administrative Professional (CAP)

### Target Audience

- ✓ Administrative Professionals
- ✓ Executive Assistants
- ✓ Administrative Assistants
- ✓ Office Managers
- ✓ Executive Office Coordinators
- ✓ Personal Assistants
- ✓ Executive Secretaries
- ✓ Department Coordinators
- ✓ Office Administrators

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## Certified Administrative Professional (CAP)

### Learning Objectives

- Understand the strategic role of administrative professionals in achieving organizational objectives.
- Apply professional communication techniques in executive and business environments.
- Improve time management, prioritization, and workplace productivity.
- Effectively manage meetings, events, travel arrangements, and executive schedules.
- Strengthen organizational, coordination, and office management capabilities.
- Apply project coordination principles to support organizational initiatives.
- Manage business documents, records, and information with accuracy and confidentiality.
- Utilize digital workplace tools and administrative technologies to improve efficiency.
- Build productive relationships with executives, colleagues, customers, and external stakeholders.
- Develop a professional growth roadmap aligned with Certified Administrative Professional (CAP) competencies.



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## Certified Administrative Professional (CAP)

### Course Outline

#### ✓ DAY 01

##### **The Modern Administrative Professional**

- The evolving role of the administrative professional as a strategic business partner.
- Understanding organizational structures, governance, and business operations.
- Professional ethics, confidentiality, and workplace integrity.
- Developing executive presence and professional credibility.
- Business communication principles for administrative professionals.
- Managing workplace relationships across departments and leadership levels.
- Customer service excellence for internal and external stakeholders.
- Problem-solving and decision-making in administrative environments.
- Continuous professional development and CAP competency framework.

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## Certified Administrative Professional (CAP)

### Course Outline

#### ✓ Day 02

##### **Executive Support, Communication & Office Coordination**

- ✓ Managing executive calendars, appointments, and competing priorities.
- ✓ Planning and coordinating executive meetings from preparation to follow-up.
- ✓ Writing professional business correspondence, emails, and executive communications.
- ✓ Preparing agendas, meeting minutes, action logs, and executive reports.
- ✓ Managing executive travel arrangements and business itineraries.
- ✓ Coordinating events, conferences, and corporate functions.
- ✓ Business etiquette, protocol, and professional representation.
- ✓ Building productive relationships with executives and senior management.
- ✓ Handling confidential and sensitive information professionally.

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## Certified Administrative Professional (CAP)

### Course Outline

#### ✓ Day 03

##### **Productivity, Office Management & Digital Workplace**

- Time management strategies for high-performing administrative professionals.
- Prioritization techniques and workload management.
- Organizing office operations for maximum efficiency.
- Records management and document control best practices.
- Digital filing systems and information management.
- Leveraging Microsoft Office and collaborative workplace technologies.
- Managing virtual meetings and hybrid work environments.
- Process improvement techniques for administrative workflows.
- Office resource management and operational coordination.

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## Certified Administrative Professional (CAP)

### Course Outline

#### ✓ Day 04

##### **Project Coordination, Business Operations & Organizational Support**

- ✓ Fundamentals of project coordination for administrative professionals.
- ✓ Supporting organizational initiatives through effective planning and follow-up.
- ✓ Monitoring project timelines, deliverables, and stakeholder communication.
- ✓ Budget awareness and basic financial administration.
- ✓ Procurement coordination and vendor communication.
- ✓ Risk awareness and issue escalation within administrative responsibilities.
- ✓ Supporting change initiatives and organizational transformation.
- ✓ Cross-functional collaboration and teamwork.
- ✓ Performance reporting and administrative dashboards.

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## Certified Administrative Professional (CAP)

### Course Outline

#### ✓ Day 05

##### **Leadership, Strategic Contribution & Professional Excellence**

- ✓ Transitioning from administrative support to strategic organizational contributor.
- ✓ Leadership skills for administrative professionals without formal authority.
- ✓ Emotional intelligence and interpersonal effectiveness.
- ✓ Managing workplace conflict and difficult conversations professionally.
- ✓ Critical thinking and proactive problem-solving.
- ✓ Building resilience and adaptability in fast-changing work environments.
- ✓ Personal productivity, career planning, and lifelong professional development.
- ✓ International best practices for administrative excellence.
- ✓ Preparing for the Certified Administrative Professional (CAP) certification journey and competency development.

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## Certified Administrative Professional (CAP)

### Confirmed Sessions

| FROM          | TO            | DURATION | FEES       | LOCATION                 |
|---------------|---------------|----------|------------|--------------------------|
| Nov. 1, 2026  | Nov. 5, 2026  | 5 days   | 4250.00 \$ | KSA , Al Khobar          |
| Feb. 1, 2027  | Feb. 5, 2027  | 5 days   | 4950.00 \$ | South Africa , Cape Town |
| May 24, 2027  | May 28, 2027  | 5 days   | 4250.00 \$ | UAE , Dubai              |
| Oct. 17, 2027 | Oct. 21, 2027 | 5 days   | 4250.00 \$ | KSA , Riyadh             |
| Aug. 23, 2027 | Aug. 27, 2027 | 5 days   | 4250.00 \$ | UAE , Abu Dhabi          |
| Nov. 1, 2026  | Nov. 5, 2026  | 5 days   | 4250.00 \$ | KSA , Riyadh             |

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