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Course Name

Modern General Services Administration

Sector Name

Administration and Office Efficiency

Document Type

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Modern General Services Administration

Course Introduction

Modern General Services Administration has evolved into a strategic function that supports organizational performance through the effective management of administrative operations, workplace services, facilities coordination, logistics, assets, and business support functions. In today's fast-changing work environment, General Services professionals are expected to deliver efficient, customer-focused, and technology-enabled services while ensuring operational continuity, regulatory compliance, optimal resource utilization, and continuous improvement. Organizations that modernize their General Services administration are better positioned to enhance productivity, improve service quality, and create agile workplace environments that support long-term business success.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and best international practices required to modernize General Services administration. Participants will learn how to optimize administrative processes, coordinate integrated workplace services, improve operational planning, leverage digital solutions, measure service performance, strengthen governance, and build a future-ready General Services function that delivers sustainable organizational value.

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Modern General Services Administration

Target Audience

- ✓ General Services Managers and Supervisors
- ✓ Administration Managers
- ✓ Office Administration Professionals
- ✓ Facilities and Workplace Coordinators
- ✓ Operations and Support Services Professionals
- ✓ Professionals responsible for administrative and workplace operations

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Learning Objectives

- ✓ Understand the principles and strategic role of modern General Services administration.
- ✓ Develop efficient administrative systems that support operational excellence.
- ✓ Improve workplace services through effective planning and process optimization.
- ✓ Apply digital tools and modern technologies to enhance General Services operations.
- ✓ Measure and improve administrative performance using operational indicators.
- ✓ Establish governance practices that support continuous improvement and organizational resilience.

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Course Outline

✓ Day 01

Foundations of Modern General Services Administration

Modern Administrative Management

- ✓ Evolution of General Services Administration
- ✓ Strategic role of administrative operations
- ✓ Building a service-oriented administrative culture

Integrated General Services Functions

- ✓ Core General Services responsibilities
- ✓ Coordinating workplace support functions
- ✓ Roles, responsibilities, and operational accountability

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Course Outline

✓ Day 02

Planning and Designing Administrative Operations

Operational Planning

- ✓ Developing General Services operational plans
- ✓ Resource planning and workload allocation
- ✓ Prioritizing administrative activities

Administrative Process Design

- ✓ Mapping and improving administrative workflows
- ✓ Developing standard operating procedures
- ✓ Enhancing service efficiency and consistency

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Course Outline

✓ Day 03

Service Delivery and Digital Operations

Managing Administrative Services

- ✓ Coordinating daily office and workplace operations
- ✓ Managing facilities, logistics, and support services
- ✓ Delivering responsive internal services

Digital Administration

- ✓ Electronic workflow management
- ✓ Digital documentation and records systems
- ✓ Automation tools for administrative efficiency

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Course Outline

✓ Day 04

Performance Management and Operational Improvement

Measuring Administrative Performance

- ✓ Developing General Services performance indicators
- ✓ Monitoring operational effectiveness and service quality
- ✓ Reporting and analyzing performance results

Continuous Improvement

- ✓ Improving administrative processes
- ✓ Managing operational challenges and corrective actions
- ✓ Driving innovation in workplace services

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Course Outline

✓ Day 05

Governance, Strategy & Future Administration

Governance and Compliance

- ✓ Governance frameworks for General Services administration
- ✓ Compliance, accountability, and operational risk management
- ✓ Supporting business continuity through effective administration

Future Trends in General Services

- ✓ Smart workplace technologies
- ✓ Artificial Intelligence in administrative operations
- ✓ Developing a strategic roadmap for modern General Services administration and continuous operational excellence

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 14, 2026	Sept. 18, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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