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Course Name

Strategic General Services Management

Sector Name

Management And Leadership

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Strategic General Services Management

Course Introduction

General Services has become a strategic function that contributes directly to organizational effectiveness by ensuring the seamless delivery of workplace services, administrative operations, facilities coordination, logistics, and business support activities. In an increasingly dynamic business environment, General Services leaders are expected to move beyond routine operational management and adopt strategic approaches that improve service quality, optimize resources, strengthen operational resilience, and support organizational objectives. Strategic General Services management enables organizations to enhance operational efficiency, improve customer satisfaction, manage risks proactively, and create long-term value across all support functions.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and the best international practices required to strategically lead and transform General Services operations. Participants will learn how to develop operational strategies, optimize service delivery, manage resources effectively, leverage digital technologies, monitor performance, establish governance frameworks, and build resilient General Services functions that support sustainable organizational growth.

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Strategic General Services Management

Target Audience

- ✓ General Services Directors and Managers
- ✓ Administration and Support Services Managers
- ✓ Facilities Management Leaders
- ✓ Operations Managers
- ✓ Office Administration Managers
- ✓ Professionals responsible for workplace operations and corporate support services

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Strategic General Services Management

Learning Objectives

- ✓ Understand the strategic role of General Services in achieving organizational objectives.
- ✓ Develop integrated General Services strategies that enhance operational performance.
- ✓ Optimize workplace operations, resources, and support services using best practices.
- ✓ Apply performance measurements and continuous improvement methodologies.
- ✓ Strengthen governance, compliance, and risk management within General Services operations.
- ✓ Develop a strategic roadmap that supports operational excellence and long-term organizational sustainability.

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Strategic General Services Management

Course Outline

✓ Day 01

Foundations of Strategic General Services Management

Strategic Role of General Services

- ✓ Evolution of General Services as a strategic function
- ✓ Aligning General Services with organizational objectives
- ✓ Creating value through operational excellence

Integrated General Services Framework

- ✓ Core functions and service integration
- ✓ Roles, responsibilities, and accountability
- ✓ Building a customer-focused service culture

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Strategic General Services Management

Course Outline

✓ Day 02

Strategic Planning and Service Design

Strategic Operational Planning

- ✓ Developing General Services strategic plans
- ✓ Resource planning and service prioritization
- ✓ Aligning operational initiatives with business goals

Service Design and Process Optimization

- ✓ Designing integrated service delivery models
- ✓ Standardizing operational procedures
- ✓ Improving efficiency through process optimization

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Strategic General Services Management

Course Outline

✓ Day 03

Operational Execution and Resource Management

Managing General Services Operations

- ✓ Coordinating workplace services and facilities
- ✓ Managing logistics and administrative support
- ✓ Ensuring operational continuity and responsiveness

Resource and Vendor Management

- ✓ Optimizing assets and operational resources
- ✓ Managing contractors and service providers
- ✓ Leveraging digital technologies to improve operations

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Measuring Operational Excellence

- ✓ Developing General Services performance indicators
- ✓ Monitoring service quality and operational efficiency
- ✓ Reporting performance and supporting decision-making

Continuous Improvement

- ✓ Applying continuous improvement methodologies
- ✓ Managing operational risks and corrective actions
- ✓ Driving innovation across support services

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Course Outline

✓ Day 05

Governance, Strategic Leadership & Future Trends

Governance and Operational Resilience

- ✓ Governance frameworks for General Services
- ✓ Compliance, accountability, and enterprise risk management
- ✓ Strengthening business continuity and organizational resilience

Future of Strategic General Services

- ✓ Smart workplace technologies and digital transformation
- ✓ Artificial Intelligence and predictive operations
- ✓ Developing a long-term strategic roadmap for General Services excellence and sustainable organizational performance

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 27, 2027	Oct. 1, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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