

Consulting and Training | Reach New Heights

Course Name

Administrative Support Excellence

Sector Name

Administration and Office Efficiency

Document Type

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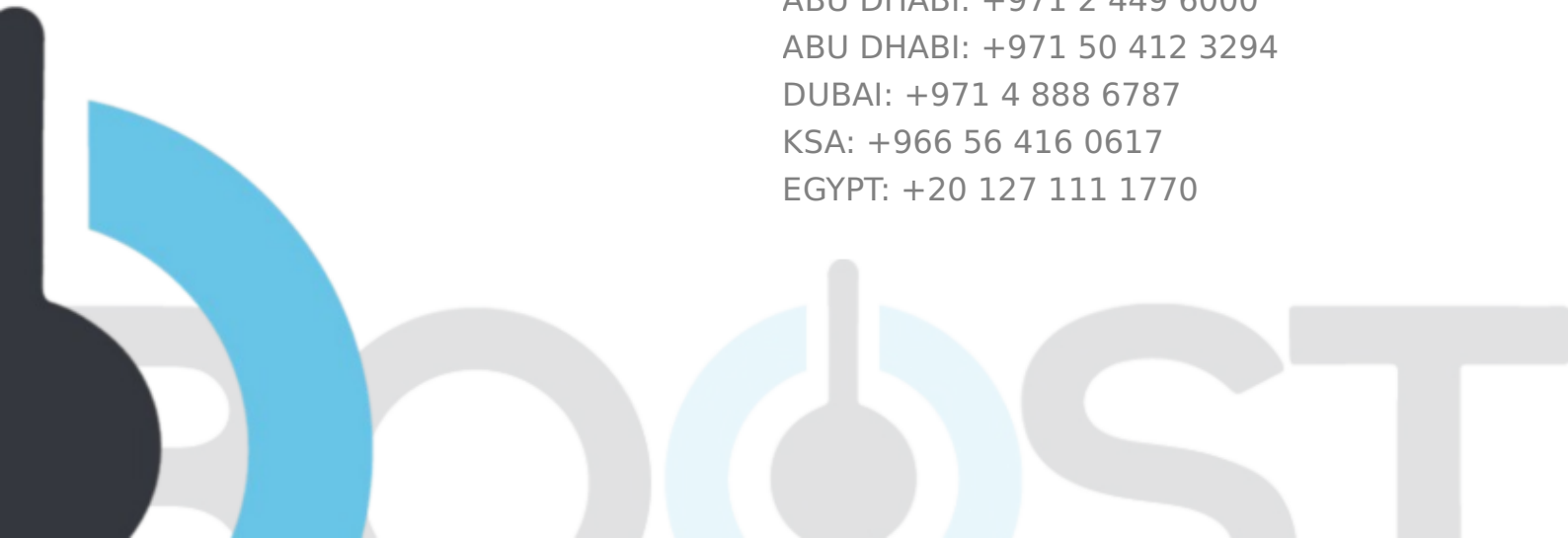
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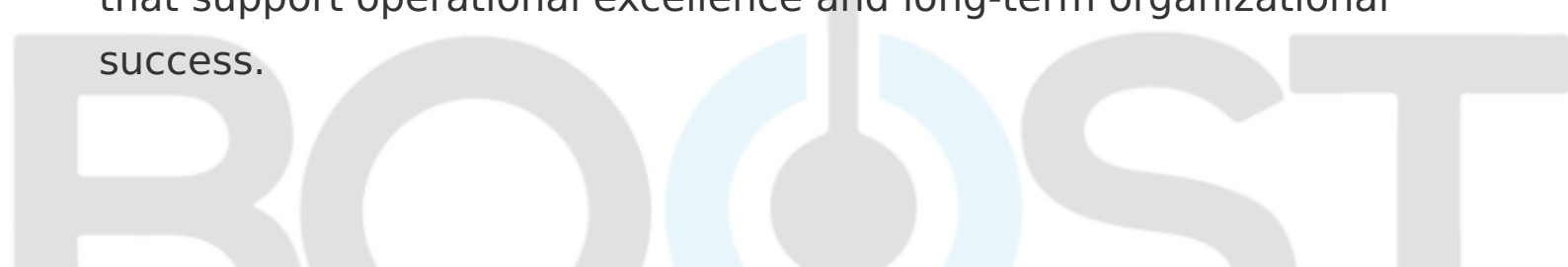


Administrative Support Excellence

Course Introduction

Administrative support is a vital function that enables organizations to operate efficiently by ensuring effective coordination, communication, documentation, scheduling, and operational assistance across all business units. In today's dynamic workplace, administrative professionals are expected to provide proactive support, leverage digital technologies, streamline administrative processes, and contribute to organizational productivity through high-quality internal services. Excellence in administrative support requires strong organizational skills, operational efficiency, customer-focused service, and a commitment to continuous improvement.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and international best practices required to deliver exceptional administrative support. Participants will learn how to enhance administrative operations, improve workplace coordination, optimize office processes, strengthen communication and service delivery, measure performance, and establish governance practices that support operational excellence and long-term organizational success.



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Target Audience

- ✓ Administrative Assistants
- ✓ Executive Assistants
- ✓ Office Coordinators
- ✓ Administrative Officers
- ✓ Office Support Professionals
- ✓ Employees responsible for administrative and operational support services

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Learning Objectives

- ✓ Understand the principles of professional administrative support and service excellence.
- ✓ Improve administrative efficiency through structured planning and process optimization.
- ✓ Strengthen workplace coordination, communication, and internal customer service.
- ✓ Utilize digital tools to streamline administrative operations.
- ✓ Measure administrative performance and implement continuous improvement initiatives.
- ✓ Apply governance and compliance practices that enhance operational effectiveness.

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Course Outline

✓ Day 01

Foundations of Administrative Support Excellence

Modern Administrative Support

- ✓ Strategic role of administrative support
- ✓ Professional responsibilities and workplace expectations
- ✓ Building a service-oriented mindset

Core Administrative Functions

- ✓ Office coordination and operational support
- ✓ Effective communication and collaboration
- ✓ Time, task, and priority management

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Course Outline

✓ Day 02

Planning and Organizing Administrative Services

Administrative Planning

- ✓ Planning daily administrative activities
- ✓ Managing schedules, meetings, and workflows
- ✓ Organizing resources and office support services

Process Improvement

- ✓ Mapping administrative processes
- ✓ Standardizing administrative procedures
- ✓ Improving efficiency and service consistency

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Course Outline

✓ Day 03

Delivering High-Quality Administrative Support

Office Operations and Service Delivery

- ✓ Coordinating office operations and executive support
- ✓ Managing documentation and correspondence
- ✓ Delivering responsive internal customer service

Digital Administrative Tools

- ✓ Electronic document management
- ✓ Workflow automation and collaboration platforms
- ✓ Digital productivity tools for administrative professionals

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Measuring Administrative Performance

- ✓ Administrative performance indicators
- ✓ Monitoring service quality and productivity
- ✓ Reporting performance and identifying improvement opportunities

Continuous Improvement

- ✓ Solving administrative challenges
- ✓ Improving workplace efficiency
- ✓ Enhancing service delivery through continuous improvement

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Course Outline

✓ Day 05

Governance, Innovation & Future Administrative Support

Governance and Administrative Compliance

- ✓ Governance principles for administrative operations
- ✓ Compliance, confidentiality, and accountability
- ✓ Managing operational risks in administrative support

Future of Administrative Support

- ✓ Smart workplace technologies
- ✓ Artificial Intelligence and digital assistants
- ✓ Developing a roadmap for administrative support excellence and continuous professional growth

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 19, 2026	Oct. 23, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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