



Consulting and Training | Reach New Heights

Course Name

Office and Workplace Services Management

Sector Name

Administration and Office Efficiency

Document Type

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Office and Workplace Services Management

Course Introduction

The quality of office and workplace services has become a key contributor to organizational efficiency, employee satisfaction, and business performance. Modern workplace management extends far beyond providing office support—it focuses on creating productive work environments, delivering seamless workplace services, coordinating employee facilities, and enhancing the overall workplace experience. Organizations that effectively manage workplace services can improve operational agility, strengthen collaboration, optimize resource utilization, and support employee well-being while ensuring business continuity.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and international best practices required to effectively manage office and workplace services. Participants will learn how to design workplace service strategies, manage workplace experiences, coordinate operational support services, optimize service delivery, evaluate workplace performance, and establish governance frameworks that promote operational excellence and sustainable workplace management.



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Office and Workplace Services Management

Target Audience

- ✓ Workplace Services Managers
- ✓ Office Managers
- ✓ General Services Professionals
- ✓ Facilities Coordinators
- ✓ Administration Managers
- ✓ Professionals responsible for workplace operations and employee support services

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Learning Objectives

- ✓ Develop effective workplace service strategies that support organizational objectives.
- ✓ Improve workplace operations and employee service experience.
- ✓ Coordinate office services and workplace facilities efficiently.
- ✓ Apply modern workplace management practices and digital workplace solutions.
- ✓ Measure workplace service performance and enhance operational effectiveness.
- ✓ Develop governance frameworks that support sustainable workplace service excellence.

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Office and Workplace Services Management

Course Outline

✓ Day 01

Foundations of Workplace Services Management

Understanding the Modern Workplace

- ✓ Evolution of workplace services
- ✓ Employee experience as a business driver
- ✓ The strategic value of workplace management

Workplace Service Ecosystem

- ✓ Core workplace support services
- ✓ Roles of workplace management teams
- ✓ Collaboration with business functions

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Course Outline

✓ Day 02

Designing Exceptional Workplace Services

Workplace Experience Design

- ✓ Mapping the employee workplace journey
- ✓ Designing user-focused workplace services
- ✓ Creating flexible and inclusive work environments

Workplace Resource Planning

- ✓ Space allocation strategies
- ✓ Workplace capacity planning
- ✓ Planning shared workplace services

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Course Outline

✓ Day 03

Delivering High-Performance Workplace Services

Workplace Operations Management

- ✓ Managing reception, meeting facilities, and shared spaces
- ✓ Coordinating employee support services
- ✓ Managing workplace events and daily operations

Smart Workplace Solutions

- ✓ Workplace booking and reservation systems
- ✓ Digital workplace applications
- ✓ Smart collaboration technologies

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Course Outline

✓ Day 04

Workplace Performance & Service Enhancement

Measuring Workplace Effectiveness

- ✓ Workplace experience metrics
- ✓ Service quality assessment
- ✓ Employee satisfaction measurement

Service Innovation & Continuous Improvement

- ✓ Improving workplace responsiveness
- ✓ Optimizing service delivery models
- ✓ Developing workplace improvement initiatives

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✓ Day 05

Workplace Governance & The Future Workplace

Workplace Governance

- ✓ Workplace policies and service standards
- ✓ Compliance, health, safety, and workplace responsibilities
- ✓ Managing workplace risks and business continuity

Future Workplace Strategy

- ✓ Hybrid workplace management
- ✓ AI-powered workplace services
- ✓ Building a future-ready workplace services strategy

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Office and Workplace Services Management

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 23, 2026	Nov. 27, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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