XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

Administration and Office Management Training Course

DURATION	LANGUAGE	FORMAT
10 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
17 – 28 May 2027	Live online	Online (live)	**€1,800**
22 Nov – 3 Dec 2027	Live online	Online (live)	**€1,800**
27 Dec 2027 – 7 Jan 2028	Dubai	Classroom	**€7,200**

Register or ask a question

Online: staging.x8ti.com/course/administration-and-office-management-trainin…

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Administration and Office Management Training Course

Introduction

This course by Xcelerate Training Institutes provides essential knowledge that will help you excel as an effective office manager. You'll develop skills in coordination, communication, and multi-tasking, ensuring you can deliver high-quality service experiences that positively impact business profitability. The program emphasizes time management to boost productivity and reduce work-related stress, making it interactive and dynamic for those seeking dual certification.

Learning Objectives

By the end of the Administration and Office Management Program, participants will be able to:

- Understand core responsibilities of office management and administration.
- Build relationships and network effectively.
- Employ impactful administrative and technical management skills.
- Utilize problem-solving techniques for efficient office management.
- Handle office issues and disagreements.
- Think creatively, analyze problems, and make quick decisions.
- Develop effective office regulations, policies, and procedures.
- Continuously improve productivity.
- Streamline office workflows.
- Manage thoughts and emotions for improved performance.
- Assert themselves authoritatively in the workplace.
- Enhance business communication and interpersonal skills.
- Build personal resilience and stress management capabilities.
- Multi-task across different departments and executives.
- Manage records and documentation.
- Coordinate and execute meetings and events effectively.
- Think and act like a manager for key tasks.

Training Methodology

The training program, designed by Xcelerate Training Institutes, qualifies individuals in administration and multi-level managerial skills. It is highly interactive, intensive, and based on global best practices. Participants from diverse cultural backgrounds share their office management experiences and challenges. The program includes assessments, presentations, case scenarios, and role-plays, utilizing the Do–Review–Learn–Apply Model, with pre-course and post-course assessments to ensure learning objectives are met.

Benefits for Your Organisation

Organizations will benefit as employees become:

- More proactive and responsible.
- More productive and creative.
- Motivated and service-centered.
- Better communicators.
- Less absent.
- Skilled at building professional relationships.
- Able to manage stress effectively.
- Better at time and priority management.
- Improved in interpersonal skills.
- Efficient data managers.
- Resilient in handling complex situations.
- Engaged in strategic management techniques.
- Efficient in using office systems and technology.

Benefits for You

Participants will gain:

- General management skills.
- Goal-oriented approaches in life.
- Team leadership abilities.
- Increased motivation and self-confidence.
- Assertiveness.
- Effective communication skills.
- Enhanced presentation skills.
- Better stress control.
- Ease in relationship building.
- Creative thinking and decision-making skills.
- Personal development skills.
- Qualifications for workplace promotions.
- Influence at work and socially.
- Public speaking skills.
- Time management and priority-setting abilities.
- Capacity to manage time for themselves and others.

Who Should Attend

This program is suitable for both new and advanced users and provides practical knowledge, technical, and behavioral skills for successful leadership in administration and office management. It is beneficial for those seeking senior positions, such as Executive/Personal Secretaries, Office Managers, or

Administrative Supervisors. The following roles will benefit:

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Coordinators
- Personal Assistants (PA)/Executive Assistants (EA)

Course Outline

The New Generation Workplace: Growing to be a Leader

- Modern concepts and fundamentals of office administration
- High-performance office administrators' characteristics
- Defining office administrator leadership
- Leadership models
- Personal transformation
- Establishing leadership style

Effective Office Management Framework

- Tips and techniques for office administration
- Streamlining office tasks
- Creating schedules and to-do lists
- Using Outlook, schedulers, planners
- Ideal office management framework
- Tools to enhance productivity

Office Managers/Administrators Responsibilities

- Managing office premises and equipment
- Space and resource management
- Managing supplies and technology
- Efficient manpower utilization
- Managing office politics

Time Optimization, Task Management & Prioritization

- Importance of time optimization and task management
- Time management techniques
- Prioritization and multitasking
- Delegation of tasks
- Managing conflicting priorities

Office Technology

- Introduction to office technology

- Avoiding overuse and misuse
- Office layout and ergonomics
- Heading towards a paperless system

Business Communication

- Verbal and written communication skills
- Professional business writing
- Active listening
- Cross-cultural communication
- Email etiquette
- Report writing and proofreading
- Effective presentation delivery

Event and Travel Management

- Travel arrangements and reservations
- Travel insurance management
- Business correspondence
- Conference and meeting management
- Filing and documentation management
- Research and cost-cutting strategies

Internal Office Etiquettes

- Office conduct and professionalism
- Communication and time management
- Meeting etiquette

Delegation Skills

- Effective delegation styles and types
- Communication in delegation
- Maintaining responsibility and accountability
- Levels of authority delegation

Team Building Skills

- Understanding team dynamics
- Leveraging styles, personalities, strengths
- Developing high-performing teams
- Team development stages
- Effective team-building techniques

People Management

- Developing relationships
- Communicating change
- Encouraging open discussions
- Identifying and managing conflict

- Conflict resolution
- Constructive feedback

Stress Management and Self-Empowerment

- Root causes of stress
- Building mental resilience
- Understanding emotions
- Breaking stressful thought patterns
- Developing a healthy body and mind
- Prioritizing tasks and dealing with interruptions

Emotional Intelligence

- Principles of emotional intelligence
- Building self-confidence
- Handling difficult situations
- Managing workloads from multiple managers

Information Management

- Effective record and data management
- Storing, retrieving, and distributing data
- Using spreadsheets and digital records
- Automating information flow

Office Support Functions

- Recruitment and staffing methods
- Handling petty cash and expenses
- Financial document management
- Budget monitoring
- Banking transactions
- Procurement processes and policy
- Asset management

Gauging Office Performance and Effectiveness

- Conducting employee and departmental reviews
- Key Performance Indicators (KPIs)
- Setting SMART objectives
- Tracking progress and identifying next steps

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Registration Form

Administration and Office Management Training Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Email this form
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Register online
Open the course page