Office Management: Systems, Projects and Team Coordination

11 – 22 October 2027
Los Angeles (USA)

UK Traininig
PARTNER



Office Management: Systems, Projects and Team Coordination

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Advanced office management and administration is the organisation of an office's systems, projects, people and communication so that work flows reliably and managers are supported. This 2-week course is for experienced office managers, administrators and executive assistants who coordinate a whole administration function, and delegates finish with an office improvement and working relationships action plan.

Introduction

Three tools frame the course. The Eisenhower Matrix sorts tasks by urgency and importance so that conflicting priorities can be ordered. The Gantt chart shows tasks, dependencies and milestones on a timeline for office projects. Emotional intelligence, as described in Goleman's model, covers self-awareness, self-regulation, empathy and social skill at work. The level is advanced practitioner, extended over two weeks to add office systems, project management, conflict resolution and team communication to personal effectiveness. Teaching uses role-play, case exercises and planning templates drawn from corporate, healthcare and public service offices.

Course Objectives

- Apply the Eisenhower Matrix and time management strategies to order competing office priorities
- Select filing, workflow and record systems that make an office efficient and easy for others to use
- Apply project scoping and Gantt charts to plan and track office projects to deadline
- Distinguish assertive from passive and aggressive communication and apply win-win steps to conflicts
- Interpret body language, personality preferences and stress signals to adapt communication with colleagues
- Justify an office improvement plan that coordinates systems, projects and team communication

Target Audience

- Office managers running a whole administration function who must decide which systems and procedures to standardise
- Senior administrators coordinating teams who must judge how tasks and priorities are shared fairly
- Executive assistants supporting several managers who must decide whose request comes first when demands compete
- Administration supervisors leading office projects who must judge whether deadlines and resources are realistic
- Team leads in shared service offices who must choose how updates and decisions are communicated across the team



Course Outline

Day 1: Purpose, Time Management and Prioritisation

- Personal Purpose, Vision and Mission: Clarifying What an Office Role Exists to Achieve
- Eisenhower Matrix: Sorting Tasks by Urgency and Importance for Office Priorities
- Working Smarter vs Working Harder: Leverage Habits Compared With Longer Hours
- Time Management Strategies: Time Blocking, Batching and Interruption Control in Offices
- Task Prioritisation and Goal Alignment: Ordering Office Work Against Organisational Goals

Day 2: Office Systems, Paperwork and Customer Service

- Office Organisational Systems: Filing, Workflow and Shared Calendars for Maximum Efficiency
- Paper vs Digital Records: Physical Filing Compared With Shared Document Repositories
- User-Friendly Office Design: Layout, Labelling and Procedures That Others Can Follow
- Internal vs External Customer Service: Colleague Requests Compared With Client and Visitor Needs
- Essential Administrative Skills Review: Correspondence, Records and Workflow Checks

Day 3: Project Management and Planning for Office Work

- Office Projects vs Routine Tasks: Time-Bound Deliverables Compared With Recurring Duties
- Project Scoping: Objectives, Deliverables, Deadlines and Stakeholders for Office Projects
- Gantt Charts: Scheduling Tasks, Dependencies and Milestones to Track Progress
- Work Breakdown Structure: Dividing Office Projects Into Manageable Work Packages
- Progress Tracking and Deadline Recovery: Status Reports and Corrective Actions Explained

Day 4: Problem-Solving, Decisions and Mind Mapping

- Mind Mapping: Visual Technique for Organising Ideas, Plans and Creative Options
- Left vs Right Brain Theory: Popular Model Compared With Current Evidence on Thinking
- Problem-Solving Tools: Root Cause Analysis and Five Whys for Office Issues
- Decision-Making Techniques: Weighted Criteria and Pros-Cons Analysis for Office Choices
- Handling Pressure: Planning Responses When Several Deadlines and Demands Collide

Day 5: Managing Effective Meetings

- Meeting Planning: Purpose, Agenda, Attendee List and Pre-Reading Preparation
- Decision Meetings vs Information Meetings: Choosing the Right Meeting Format
- Meeting Facilitation: Engaging Participants, Managing Time and Keeping Discussion on Track
- Mind Maps in Meetings: Capturing Ideas and Solving Problems During Discussion
- Minutes and Action Logs: Recording Decisions, Owners and Deadlines After Meetings



Day 6: Multiple Managers, Assertiveness and Conflict Resolution

- Working With Multiple Managers: Agreeing Priorities When Requests Compete for Time
- Assertive vs Passive vs Aggressive Communication: Three Styles and Their Effects
- Win-Win Conflict Resolution: Interest-Based Steps for Handling Workplace Disagreements
- Challenging Workplace Behaviours: Responding to Difficult Colleagues Calmly and Consistently
- Team Communication Channels: Coordinating Updates Across an Entire Administration Function

Day 7: Body Language, Personality Types and Communication Styles

- Body Language: Reading and Using Posture, Gesture and Eye Contact
- Communication Style Differences: Gender and Generational Patterns Without Stereotyping
- Personality Types: Recognising Preferences and Adapting Messages to Each Colleague
- Listening Skills: Seeking First to Understand Before Being Understood
- Active vs Passive Listening: Engaged Questioning Compared With Silent Hearing

Day 8: Professional Image, Leadership and Presentations

- Professional Image: Appearance, Conduct and Reliability That Reflect the Office Role
- Leadership Skills for Administrators: Influencing Without Formal Authority in Teams
- Presentation Planning Essentials: Audience, Objective, Structure and Visual Support
- Persuasive vs Informative Presentations: Gaining Buy-In Compared With Sharing Information
- Positive and Corrective Feedback: Techniques for Delivering Both Constructively

Day 9: Stress, Emotional Intelligence and Self-Management

- Workplace Stress: Main Causes, Symptoms and Early Warning Signs
- Emotional Intelligence: Self-Awareness, Self-Regulation, Empathy and Social Skill at Work
- Eustress vs Distress: Productive Pressure Compared With Harmful Overload
- Self-Empowerment and Self-Management: Habits and Routines for Sustained Personal Productivity
- Stress Reduction Strategies: Maintaining a Positive Office Environment for the Team

Day 10: Applied Practice: Building the Office Improvement and Action Plan

- Transforming Fear and Negativity: Applying Emotional Intelligence to Proactive Behaviour
- Self-Confidence Building: Applying Assertiveness Techniques to Challenging Office Situations
- Reactive vs Proactive Development: Applying Feedback to Continuing Professional Growth
- Office Systems Audit: Applying Earlier Tools to Rate Current Workflows and Records
- Office Improvement and Working Relationships Plan: Completing Systems, Project and Team Actions



Skills You Will Gain

- Priority Management
- Office Systems Design
- Office Project Planning
- Meeting Facilitation
- Assertive Communication
- Conflict Resolution
- Emotional Intelligence
- Presentation Delivery

Why Attend This Course

- From answering whichever request arrives first to ordering work by urgency, importance and organisational goals
- From personal filing habits to shared office systems that colleagues can follow without help
- From office projects tracked in memory to scoped plans with Gantt charts, milestones and status reports
- From scattered improvement ideas to an office improvement and working relationships action plan

Conclusion

Office management at this level is about running the administration function as a system rather than a set of personal habits. The course makes three distinctions clear: urgent versus important work, office projects versus routine tasks, and assertive versus passive or aggressive communication. It is the right choice for experienced administrators who coordinate teams and projects and can commit two weeks; a one-week edition focused on interpersonal skills and conflicting priorities suits those who need a shorter route.

Course FAQs

What is advanced office management and administration?

It is the coordination of an office's systems, projects, meetings, people and communication so that administrative work is reliable, priorities are clear and managers and colleagues receive consistent support.

What is the difference between office projects and routine tasks in office management?

Routine tasks recur on a regular cycle and follow set procedures, such as filing or diary management. Office projects are one-off pieces of work with an objective, deadline and deliverable, such as an office move, so they need scoping, scheduling and tracking.



Which tools does the advanced office management and administration course follow?

The course follows the Eisenhower Matrix for prioritisation, Gantt charts and work breakdown structures for office projects, mind mapping for planning and problem-solving, and an emotional intelligence model for managing stress and relationships.

Is advanced office management and administration right for an executive assistant?

Yes. Executive assistants supporting several managers use the prioritisation, multiple-manager, meeting and assertiveness content directly, and gain the systems and project tools needed when their role grows to coordinating other administrators.

What do delegates produce on the advanced office management and administration course?

Delegates produce an office improvement and working relationships action plan, combining an audit of current systems, a scoped office project with a Gantt chart, communication commitments with managers and personal development actions.

