

Advanced Skills for Senior Office Managers

5 – 9 July 2027
Milan (Italy)

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Introduction

This comprehensive training course is designed for executive assistants and senior office managers who aim to enhance their technical and managerial skills in office administration. By focusing on the best international practices, the course will provide participants with the necessary tools to perform their roles with high efficiency and professionalism. You will learn key concepts such as project management office best practices, time management for senior managers, and effective communication techniques to improve your interactions with senior management.

As an aspiring senior managing executive officer, you will gain the skills needed to perform high-level office management tasks, handle challenging situations, and increase overall productivity. You will be introduced to concepts such as office administration, including formal correspondence, archiving, time management, and how to deal with both leaders and subordinates. This course is ideal for those looking to transition from middle management to senior management, improve communication with senior management, and refine their managerial skills.

Course Objectives

Upon completing this course, participants will be able to:

- Understand the general concepts of senior office management and the key responsibilities of a senior manager.
- Apply effective planning and scheduling skills and follow up on senior management tasks.
- Develop communication strategies to improve dealings with colleagues, subordinates, and senior management.
- Effectively handle difficult office situations and improve decision-making skills.
- Use technology to enhance office administration and reduce paperwork, making tasks more efficient.
- Learn how to manage higher-level communication, including formal correspondence, minutes of meetings, and reports.
- Build strong interpersonal and behavioral skills needed for working in senior office management.
- Gain proficiency in time management and implement techniques for stress relief in the workplace.

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A graphic illustration of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) positioned on the squares. The board is checkered, and the pieces are in various colors (gold, silver, black).

Course Outlines

Day 1: Basic Concepts in Senior Office Management

- Understanding the importance and dimensions of the office manager job.
- The difference between secretarial and office management.
- Exploring office manager jobs and responsibilities, with a focus on senior roles.
- Key competencies and skills required for senior office management.

Day 2: Technical Skills for Senior Office Managers

- Skills in preparing and drafting correspondence, including letters, memos, and reports.
- Processing incoming and outgoing mail, scheduling appointments, and managing interviews.
- Using the phone effectively and professionally in office management.
- Preservation, documentation, and archiving: skills in information security and indexing.
- Organizing meetings and preparing accurate meeting minutes.

Day 3: Administrative and Behavioral Skills of Senior Office Managers

- Building interpersonal skills such as etiquette and protocol.
- Team management skills: working effectively in senior management offices.
- Dealing with different types of managers and understanding how to handle them.
- Key behavioral skills for effective office management.

Day 4: Communication Skills in Senior Office Management

- The concept and types of communication in the office setting.
- Effective body language and vocal skills for a senior office manager.
- The Johari Window Model for improving communication.
- Understanding and applying Perceptual Positions Technology for better office interactions.
- Learning how to persuade and influence senior management and subordinates.
- Practical applications of effective communication skills in office management.

Day 5: Excellence in Strategies and Arts of Senior Office Management

- Stages of preparing and processing systems for organizing files and information.
- The strategies used to enhance office management and archives management.
- Skills in receiving and exporting correspondence.
- Effective methods of indexing and preserving documents and files.
- Understanding the art of formal correspondence and its formulations letters, memos, reports.
- Problem-solving and decision-making skills for senior office managers.
- Strategies for conflict management and stress relief in the office environment.

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Why Attend This Course? Wins & Losses!

- Proficiency in office management techniques and advanced skills for executive assistants.
- Enhanced ability to manage the office efficiently and handle the complex responsibilities of senior managers.
- Time management skills tailored for senior executives, allowing you to increase productivity and reduce stress.
- Expertise in project management office best practices, applicable to senior office management and corporate settings.
- Improved ability to communicate effectively with senior management, teams, and external partners.
- Conflict management techniques to address and resolve challenges in office dynamics.
- Practical experience in formal correspondence, preparing meeting minutes, and improving office administration processes.
- The opportunity to learn how to transition successfully from middle management to senior management roles.

Conclusion

The Senior Office Management Training Course provides invaluable tools and strategies for those looking to excel in senior office management roles. With a comprehensive curriculum covering advanced office administration, time management, communication skills, and the art of managing senior employees, this course is perfect for those looking to become effective senior managers.

Through this course, you will acquire the behavioral skills, technical knowledge, and strategic insights needed to thrive in senior office roles and drive organizational success. Whether you're looking to enhance your skills as an executive assistant or move into a senior management role, this course will equip you with the expertise you need to advance in your career. Join us and take the first step toward becoming a more efficient and effective senior office manager.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is in the foreground on the right. Behind it are a silver pawn and a silver knight. The board is checkered, and there are concentric circles in the background.