BLACKBIRD FOR TRAINING

Advanced Skills for Senior Office Managers

Lisbon (Portugal)

6 - 10 October 2025

Advanced Skills for Senior Office Managers

Code: SA28 From: 6 - 10 October 2025 City: Lisbon (Portugal) Fees: 4400 Pound

Introduction

The training course introduces the work of senior office managers according to the best international methodologies and practices, and aims to develop the skills of senior office managers and provide them with the technical knowledge necessary to perform work with high productive efficiency and provide them with the expertise and skills required by the responsibilities and duties of this job. Which introduces them to the competencies, duties and responsibilities of senior office managers, the scientific concept of administrative communication and its methods, and the art of dealing with leaders and subordinates. We will also discuss the concepts of time management and its optimal use. And the art of formal correspondence and its formulations letters / memos / reports, indexing and preservation practical applications, behavioral skills related to the job, behavioral aspects of performance, etiquette and modern ceremonies.

Course Objectives

- Knowledge of general concepts of senior office management.
- Apply planning and scheduling skills and follow up on the work of senior management.
- Practicing the arts of communication and efficient dealing with others.
- Dealing with difficult situations.
- Using computers in office management and reducing paperwork.

Course Outlines

Day 1: Basic concepts in senior office management

- The importance and dimensions of the office manager job.
- The difference between secretarial and office management overall concepts.
- Office Manager Jobs and Responsibilities.

Day 2: Technical skills for senior office managers

- Skills in preparing and drafting correspondence and reports
- Processing incoming and outgoing mail.
- Scheduling and organizing appointments and interviews.
- The art of using the phone.
- Preservation, documentation, archiving, indexing, and information security skills.
- Organizing meetings and preparing minutes.

Day 3: Administrative and behavioral skills of senior office managers

- Interpersonal skills etiquette and protocol.

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- Team management skills working in senior management offices.
- Types of managers and how to deal with them.

Day 4: Communication skills in senior office management

- The concept and types of communication.
- Davis contact form.
- HARRY THE JOHARI WINDOW MODEL.
- The vocal skills of an effective office manager.
- Effective body language skills for an effective office manager.
- Types of office managers according to the Hermann HBDI scale.
- Perceptual Positions Technology.
- Skills in dealing with different human patterns.
- The importance of language skills in the success of an effective office manager.
- Persuasion and influence skills in the field of office management work.
- Practical applications of effective communication skills in the field of office management.

Day 5: Excellence in the strategies and arts of senior office management

- Stages of preparation and processing systems for organizing files and information.
- The strategy used to serve the office and archives management business.
- Skills in receiving and exporting correspondence.
- Indexing and preservation methods for documents and files.
- The art of formal correspondence and its formulations correspondences/memos/reports.
- The art of the report book.
- The art of organizing meetings.
- The art of writing and managing meeting minutes.
- Higher Thinking Skills for an Effective Office Manager.
- The importance of enabling and activating higher-order thinking skills for an effective office manager.
- Problem-solving and decision-making skills.
- Creative and innovative thinking skills.
- Practical applications of higher-order thinking skills for the office manager.
- Conflict management skills and stress relief in the work environment.
- Conflict management concept.
- Stress management skills.

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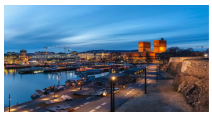
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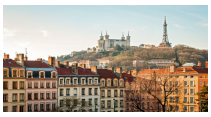
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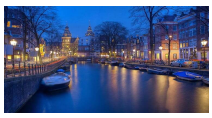
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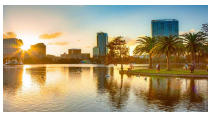
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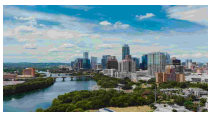
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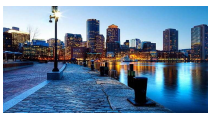
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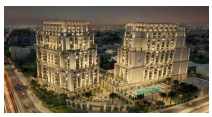
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