Office Management & Effective Administration Skills Comprehensive Course

Brussels

15 - 26 June 2026

UK Traininig
PARTNER

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Code: SA28 From: 15 - 26 June 2026 City: Brussels Fees: 7400 Pound

Introduction

Managing an office today is not just about maintaining a schedule or organizing meetings; it requires a sophisticated set of skills to ensure efficiency and effectiveness. The increased demand for speed, accuracy, and the integration of new technologies presents challenges but also opens doors for innovation and growth. This Advanced Office Management & Effective Administration Skills training course is designed to provide office managers, administrators, and executive assistants with the tools and techniques they need to handle the complexities of modern office management.

The course focuses on effective administration, exploring essential management skills and techniques that will allow participants to streamline office operations, enhance team communication, and manage conflicting priorities efficiently. Participants will leave equipped with the knowledge to perform more confidently, creatively, and effectively in their roles. You will learn how to develop organizational systems, manage multiple tasks, resolve conflicts, and apply project management strategies that ensure office success.

Course Objectives

By the end of this course, participants will be able to:

- Extend their understanding of effective management and its key contribution to organizational success.
- Review their interpersonal skills and communication skills to improve working relationships with various management styles.
- Develop personal organization and time management strategies to manage multiple tasks and priorities effectively.
- Learn techniques to plan, make effective decisions, solve problems, and handle pressure in the office environment.
- Apply practical tools to improve communication and assertiveness, and understand how to manage challenging behaviors in the workplace.
- Create an action plan for working efficiently with colleagues, managers, and teams.

Course Outlines

Day 1: Taking Control of Your Work Life: Essential Strategies for Time Management and Work Organization

- Understanding and clarifying your purpose, vision, and mission.
- Strategies for time management and organizing work for effective management.
- The secret to working smarter rather than harder.
- Prioritization and organizing tasks to meet organizational goals.

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Day 2: Streamlining Your Office Systems: Organizing Work, Enhancing Customer Service, and Essential Administrative Skills

- Organizing your office systems for maximum efficiency.
- Managing paperwork and making the office user-friendly.
- Enhancing both internal and external customer service.
- Reviewing essential administrative skills to optimize workflow.

Day 3: Harnessing the Power of the Mind: Project Management, Planning Techniques, and Problem-Solving Tools

- Using Mind Mapping to improve creativity and organization.
- Project management techniques to meet deadlines and goals.
- Planning skills, including Gantt charts for tracking work progress.
- Problem-solving tools and effective decision-making techniques.

Day 4: Managing Meetings Effectively: Mind Mapping, Brain Theory, and Problem-Solving Skills

- Managing meetings efficiently and effectively.
- Utilizing Mind Mapping and Right/Left Brain Theory for enhanced problem-solving.
- Planning meetings that engage participants and drive results.

Day 5: Working with Multiple Managers: Vital Communication Skills and Conflict Resolution Strategies

- Strategies for working with multiple managers.
- Effective communication skills and learning assertiveness.
- Win-win conflict resolution strategies to handle disagreements.

Day 6: Understanding and Applying Communication Techniques: Body Language, Gender Differences, and Personality Types

- Interpreting and utilizing body language in communication.
- Understanding gender differences in the workplace.
- Recognizing different personality types and learning how to communicate with them.

Day 7: Developing as a Professional: Listening Skills, Professional Image, Leadership Skills, and Confident Presentations

- Listening skills: Seeking to understand before being understood.
- Creating a professional image to reflect your role.
- Building leadership skills for personal and team success.
- Presenting with confidence and gaining buy-in from your audience.

Day 8: Essentials of Presentation Planning: Delivering Positive and Corrective Feedback, Self-Empowerment, and Self-Management

- The essentials of planning an effective presentation.

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- Techniques for delivering positive feedback and corrective feedback.
- Focusing on self-empowerment and developing self-management strategies for greater productivity.

Day 9: Understanding and Managing Stress: Causes, Symptoms, and Emotional Intelligence in the Workplace

- Understanding the main causes and symptoms of stress.
- Using emotional intelligence to manage workplace challenges.
- Developing strategies to reduce stress and maintain a positive work environment.

Day 10: Transforming Fear and Negativity: Proactive Development, Building Self-Confidence, and Responding to Challenges

- Transforming fear and negativity into proactive behavior.
- Building self-confidence and preparing to respond to challenging situations.
- Continuing professional development for sustained growth and improvement.

Why Attend this Course: Wins & Losses!

- Learn effective management skills and how to apply them to your role as an office manager or administrator.
- Master time management and organization to handle multiple tasks and conflicting priorities with ease.
- Develop strong communication and interpersonal skills to effectively manage relationships with colleagues, managers, and clients.
- Gain insights into conflict resolution and how to deal with challenging behaviors in the workplace.
- Enhance your ability to manage projects and deadlines through project management techniques.
- Learn how to apply emotional intelligence to effectively manage stress and improve team dynamics.
- Become indispensable by mastering essential administrative skills and demonstrating effective management techniques.

Conclusion

This Advanced Office Management & Effective Administration Skills training course equips participants with the skills necessary to thrive in an increasingly complex office environment. From time management and organization to project management and conflict resolution, this course will ensure you have the tools to handle the challenges of office management effectively.

By focusing on effective management, communication skills, and interpersonal dynamics, you'll be able to make a lasting impact in your role, improving both your personal effectiveness and the overall efficiency of your office.

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