BLACKBIRD FOR TRAINING

Office Management & Effective Administration Skills Comprehensive Course

Kigali (Rwanda)

6 - 17 October 2025

Office Management & Effective Administration Skills Comprehensive Course

Code: SA28 From: 6 - 17 October 2025 City: Kigali (Rwanda) Fees: 5600 Pound

Introduction

Managing an office has become an increasingly sophisticated and complex job. The increased demand for speed and accuracy, knowledge of new technology, and an increasingly diverse workforce bring challenges and also opportunities for growth. This dynamic and in-depth course explores some of the more advanced skills which can help an office manager to work more confidently, creatively, and effectively.
Office Management & Effective Administration Skills training course will help you to develop and refine the skills needed to excel as an Office Manager, Administrator or Executive Secretary. It will explore in depth the interpersonal and behavioral skills necessary to ensure you are well prepared for the challenges of working with a variety of management styles. On this Office Administration training course, you will also learn how to stay in control whilst dealing with conflicting priorities. Becoming more effective as an Office manager will definitely make your job easier and make you more valuable in the eyes of your managers and the company stakeholders. Office Managers need to be expert multi-taskers - even if you re doing more than four things at once, that s probably still not enough! You need to be indispensable - to know exactly who to call to fix that pesky problem your boss has. And to be truly indispensable you need to be organized, be an excellent communicator, and be able to deal with whatever challenging situation your working life presents you with. This Advanced Office Management & Effective Administration Skills training course will help you to do that.

Course Objectives

- Extend their understanding of their roles and the key contribution they make to organizational success.
- Review their working relationships.
- Review and develop their personal organization, communication, and interpersonal skills.
- Develop an action plan to help themselves, their boss, and other colleagues work in more effective and efficient ways.
- Recognize how to prioritize and cope with multiple tasks.
- Develop the skills necessary to plan, make effective decisions solve problems, and handle pressure.
- Apply practical techniques to improve communication skills.
- Understand how to manage challenging behaviors.
- Apply assertiveness to be more effective in the workplace.

Course Outlines

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

- Taking Control of your Work Life.
- Understanding and clarifying purpose, vision, and mission.
- The secret to working smarter rather than harder.
- Controlling, prioritizing, and organizing your work.

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

- Streamlining your office systems.
- Getting your paperwork under control.
- Making your office user-friendly and efficient.
- External and Internal Customer Service.
- Gaining an insight into your Strengths and Weaknesses.
- Essential Administrative Skills.

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

- Harnessing the power of the mind - through Mind Mapping Techniques.
- Managing larger projects to meet deadlines.
- Planning skills - using a Gannt chart to chart work progress.
- Problem-solving techniques.
- Decision-Making tools.

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

- Managing meetings effectively.
- Mind Mapping Techniques.
- Right Brain / Left Brain Theory.
- Planning and Problem Solving Skills.
- Managing Meetings Effectively.

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

- Working with more than One Manager.
- Vital Communication Skills:
- Different styles of communication.
- Learning to be more assertive.
- Win-win conflict resolution.

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

- Understanding and using body language.
- Understanding gender differences in communication.
- Understanding different personality types and how to deal with them.
- Communication Styles and When to Use Them.
- Communicating with Confidence.

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

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- Developing as a Professional.
- Listening skills - seeking to understand before being understood.
- Creating a professional image.
- Leadership skills.
- How to make presentations with confidence and power.

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

- Learn the essentials of planning a presentation.
- Best practices for delivering positive feedback.
- Painless Methods for Giving Corrective Feedback.
- Self-empowerment and Self-Management.

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

- Understanding the main causes of stress.
- The signs, symptoms, causes, and triggers of stress.
- The essential skills of emotional intelligence.
- Using emotional intelligence at work.

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

- Transforming fear and negativity and reactive-ness.
- Becoming a more proactive, responsible, and self-aware person.
- Continuing Professional Development - where to go from here.
- How to Build Self-confidence and Strengthen the Ability to Respond to Difficult Situations.

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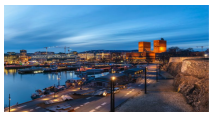
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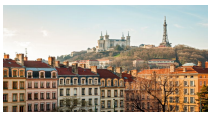
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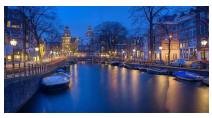
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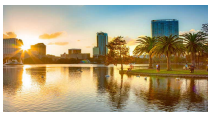
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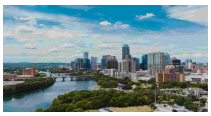
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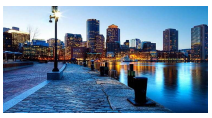
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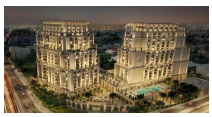
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