

Essentials of Administration: Mastering the
Fundamentals for Effective Office Management

Kigali (Rwanda)

14 - 18 July 2025

UK Training

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Essentials of Administration: Mastering the Fundamentals for Effective Office Management

Code: LM28 From: 14 - 18 July 2025 City: Kigali (Rwanda) Fees: 3300 Pound

Introduction

The Essentials of Administration course is designed to provide participants with the fundamental knowledge and practical skills needed for effective office management. This intensive five-day training program will equip individuals to excel in administrative roles within various organizations by mastering key principles, tools, and techniques.

Course Objectives

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

- Understand the core responsibilities of administrative roles across different organizational settings.
- Develop strong communication and organizational skills.
- Manage time, schedules, and workloads effectively.
- Apply office management techniques to improve productivity.
- Recognize the importance of accurate record-keeping and document management.
- Utilize modern technology and tools to streamline administrative tasks.
- Assist in coordinating meetings, events, and projects.
- Demonstrate professional behavior and ethics in the workplace.
- Tackle administrative challenges with confidence and professionalism.
- Provide high-quality support to colleagues and managers.

Course Outlines

Day 1: Foundational Concepts of Administration

- Overview of administrative roles and responsibilities.
- Key qualities of successful administrators.
- Understanding organizational structures and dynamics.
- Basics of office policies and procedures.
- The role of technology in modern administration.

Day 2: Communication and Interpersonal Skills

- Principles of effective communication.
- Active listening and conflict resolution techniques.
- Writing professional emails, reports, and memos.
- Building positive relationships with colleagues and stakeholders.
- Enhancing teamwork and collaboration within the office.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The text 'UK Training PARTNER' is overlaid on the board.

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Day 3: Time Management and Productivity

- Techniques for prioritization and scheduling.
- Managing workloads and meeting deadlines.
- Overcoming procrastination and handling distractions.
- Tools to enhance office productivity.
- Designing efficient workflows to streamline operations.

Day 4: Record-Keeping and Technology Tools

- The importance of accurate and organized record-keeping.
- Managing both digital and physical documents.
- Introduction to office management software and tools.
- Best practices for data security and confidentiality.
- Troubleshooting common technical issues in the office environment.

Day 5: Professionalism and Problem-Solving

- Understanding ethics and professional behavior in the workplace.
- Effectively handling administrative challenges and problems.
- Supporting managers and team members in day-to-day operations.
- Organizing meetings, events, and corporate functions.
- The importance of continuous learning and self-development as an administrator.

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