BLACKBIRD FOR TRAINING

# Certified Professional in Administration and Office Management

2 – 6 August 2027
Casablanca (Morocco)



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## Introduction

Welcome to the Office Management Training Course! Being an office manager or administrator requires a diverse skill set, ranging from leadership and communication abilities to technical know-how in planning, organizing, and managing teams. Whether you're looking to enhance your current office management skills or aiming for office manager certification, this office management course is designed to provide you with the tools to thrive in a professional administrative environment.

This course will take you through the full spectrum of office management, focusing on improving your ability to handle both the macro and micro aspects of the role, such as team coordination, task delegation, and problem-solving. By the end, you will have a comprehensive understanding of how to become a certified office manager and elevate your career.

## Course Objectives

By completing this administration and office management course, you will be able to:

- Analyze and improve office policies and procedures: Develop strategies for creating streamlined and effective office practices.
- Develop creative solutions to problems and make decisions: Learn to think critically and make informed decisions in challenging situations.
- Speak confidently and clearly in any public situation: Master the art of assertive communication for effective interactions with colleagues, clients, and supervisors.
- Stay calm and communicate assertively with difficult people: Equip yourself with the skills to handle tough situations while maintaining professionalism.
- Delegate effectively and lead a team: Learn how to manage and motivate your team while delegating tasks efficiently.



# Course Outlines

## Day 1: Administrative Operations and Coordinators at Work

- Defining the tasks, skills, and mindsets required for office management excellence.
- Managing roles, relationships, resources, and responsibilities: Understanding how to balance and prioritize different aspects of the office manager's role.
- Motivating yourself and others to achieve work excellence.
- Time and task management techniques to optimize productivity.
- Thinking like a manager and leader: Shift your mindset and self-image to think strategically.

## Day 2: Working with Others

- Effective E-communications: Mastering email etiquette and managing online meetings.
- Assertive communication: Express yourself with confidence while respecting others' perspectives.
- Dealing with difficult people and situations: Learn strategies to handle challenging workplace interactions.
- Understanding personality types at work: Tailor your approach to different work styles.
- Emotional Intelligence: How to recognize and manage emotions in yourself and others.
- Staying calm in a crisis: Effective strategies for managing stress and staying composed during emergencies.

## Day 3: Getting Organized

- Streamlining procedures and policies: Create and implement systems that improve office efficiency.
- Thinking clearly: Using mind mapping to understand both the big picture and the fine details of projects.
- Basic project management skills: Learn foundational skills for overseeing and executing projects.
- Leveraging technology to manage your workload and automate processes.
- Diary and travel management: Organize your schedule, meetings, and travel plans efficiently.
- Keeping your manager organized: Develop techniques for supporting leadership and ensuring smooth office operations.

## Day 4: Administrative Tool Kit

- Creative problem-solving: Learn to approach challenges with innovative solutions.
- Making logical and intuitive decisions: Understand how to balance both in decision-making processes.
- Delegating to others: Learn to manage and distribute work effectively to your team.
- Giving constructive feedback: How to motivate others to improve through positive and actionable feedback.
- Active listening: Techniques for improving your listening skills to enhance workplace communication.
- Handling conflict smoothly: Develop conflict-resolution skills to ensure a harmonious office environment.



### Day 5: Becoming a Professional

- Building your professional brand: Learn how to establish a strong, recognizable reputation in the workplace.
- Becoming a leader: Explore leadership styles and how to adopt a leadership role in your organization.
- Empowering others: Learn how to motivate and enable others to achieve their best work.
- Public speaking skills: Gain the confidence to present and communicate effectively in front of an audience.
- Using visuals in presentations: Enhance your presentations with impactful visuals that leave a lasting impression.
- Continued learning: Understand the importance of ongoing professional development and learning.

## Why Attend This Course: Wins & Losses!

- Develop Professional Office Management Skills: By attending this office management training course, you will gain the skills to excel as an administrative office professional. You'll learn how to manage office operations effectively, create streamlined procedures, and enhance team productivity.
- Achieve Office Manager Certification: This course provides you with the foundation needed to pursue an office manager certification, demonstrating your expertise in managing administrative functions. Whether you're aiming for a certificate in office management or looking to become a certified office administrator, this course will guide you through the process.
- Enhance Your Leadership Abilities: One of the key areas you'll focus on is developing leadership and team management skills. Whether you are new to office management or seeking to refine your existing skills, you will leave the course with enhanced leadership abilities.
- Learn Effective Communication Techniques: With a focus on both assertive communication and emotional intelligence, you'll gain the ability to manage difficult conversations and maintain professionalism in challenging situations.
- Master Time and Task Management: Effective management of your time and tasks is critical to success in an office environment. This course will teach you how to balance competing priorities and optimize productivity.
- Acquire Conflict Resolution Skills: Learn how to handle workplace conflicts with grace, turning challenges into opportunities for growth and improvement.

## Conclusion

Whether you're looking to enhance your current skills or working towards becoming a Certified Office Manager, this administration and office management course will provide you with the essential tools needed for success. From learning to organize, delegate, and communicate effectively, to mastering the leadership skills required for team management, this course offers everything you need to elevate your career as a professional in office administration.

**Don't miss this opportunity to enhance your office manager skills and move forward with confidence in the world of office management. Register now to gain the knowledge and certification that will set you apart as a Certified Administrative Professional and open the door to new career opportunities!**

