# Master Office Management & Administration Techniques

29 March – 2 April 2027
Kigali (Rwanda)



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## Introduction

Modern office environments require administrative professionals to work with speed, accuracy, and strategic awareness. As priorities change, technology develops, and organizational expectations increase, the role of office managers has expanded beyond routine administrative support. Today, office managers and administrative professionals play a central role in coordination, communication, workflow control, team support, and operational stability.

This 1-week Advanced Office Management and Administrative Leadership course is designed to strengthen the practical and managerial capabilities required to lead office operations effectively. The course focuses on advanced office management, administrative skills, time management, communication, interpersonal effectiveness, leadership, team management, problem-solving, decision-making, workflow improvement, and productivity tools.

The program follows a practical and structured sequence. It begins with the foundations of effective office management, then moves into advanced administrative skills, communication and interpersonal skills, leadership and team management, and finally problem-solving, decision-making, and continuous improvement. Participants will work with practical tools, templates, case studies, and action plans that can be applied directly in the workplace.

## Course Objectives

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

- Understand the evolving role of office managers and administrative professionals in modern organizations.
- Apply advanced office management practices to improve daily operations.
- Develop a strategic and proactive mindset in managing administrative responsibilities.
- Organize office workflows, coordination mechanisms, policies, and procedures.
- Apply time management and prioritization techniques to increase productivity.
- Use project management fundamentals in administrative and office-based tasks.
- Design efficient document management and filing systems.
- Use digital tools and technology to streamline administrative work.
- Improve verbal and non-verbal communication in the workplace.
- Practice active listening, workplace empathy, and professional interaction.
- Manage conflict and difficult conversations with confidence.
- Develop leadership skills to guide, motivate, and support teams.
- Apply delegation strategies and empower team members effectively.
- Use structured problem-solving and decision-making models.
- Identify operational risks and improve office processes continuously.



# Course Outlines

## Day 1: Foundations of Effective Office Management

- Understanding the evolving role of the office manager in today's workplace.
- Developing a strategic, proactive, and solution-focused administrative mindset.
- Understanding organizational structures and their impact on office coordination.
- Managing workflows between departments, teams, and senior management.
- Creating, updating, and maintaining office policies and procedures.
- Building a structured office procedures manual to support consistency and efficiency.

## Day 2: Advanced Administrative Skills and Productivity Tools

- Applying time management frameworks to manage competing priorities.
- Using prioritization strategies to handle urgent and important tasks effectively.
- Understanding project management fundamentals for administrative professionals.
- Planning and tracking administrative projects, tasks, and deadlines.
- Designing efficient document management and filing systems.
- Leveraging digital tools and technology to improve productivity and reduce manual work.

## Day 3: Effective Communication and Interpersonal Skills

- Applying verbal and non-verbal communication techniques in office environments.
- Practicing active listening to improve understanding and reduce errors.
- Using workplace empathy to strengthen professional relationships.
- Managing conflict through structured communication and negotiation approaches.
- Handling difficult conversations with professionalism and confidence.
- Developing communication action plans to improve collaboration across teams.

## Day 4: Leadership and Team Management

- Building leadership presence as an office manager or administrative professional.
- Motivating and engaging team members in daily office operations.
- Using delegation strategies to distribute tasks and empower others.
- Supporting team accountability through clear roles and expectations.
- Managing performance and providing constructive feedback.
- Creating practical strategies to improve team coordination and workplace collaboration.



### Day 5: Problem-Solving, Decision-Making, and Continuous Improvement

- Applying analytical thinking to identify workplace problems clearly.
- Using structured problem-solving methods for administrative challenges.
- Applying decision-making models to improve workplace outcomes.
- Identifying operational risks in office processes and administrative workflows.
- Encouraging continuous improvement and innovation in office operations.
- Developing a practical action plan to streamline workflows and eliminate inefficiencies.

## Why Attend this Course: Wins & Losses!

- Strengthen advanced office management and administrative leadership capabilities.
- Improve time management, prioritization, and daily productivity.
- Build stronger communication and interpersonal effectiveness.
- Develop greater confidence in handling complex administrative responsibilities.
- Improve coordination between departments, teams, and management.
- Create more organized office policies, procedures, and workflow systems.
- Use practical tools and templates that can be applied immediately.
- Improve problem-solving and decision-making in administrative situations.
- Develop leadership skills to guide, motivate, and support teams.
- Streamline office operations and reduce inefficiencies.
- Strengthen team collaboration and workplace communication.
- Contribute more strategically to organizational performance.

## Conclusion

The Advanced Office Management and Administrative Leadership course provides a practical framework for improving office operations, administrative performance, communication, leadership, and decision-making. It supports office managers and administrative professionals in moving beyond routine tasks toward a more structured, proactive, and value-driven role within their organizations.

The program follows a clear one-week structure. It begins with the foundations of effective office management, including the evolving role of the office manager, office policies, procedures, workflows, and coordination mechanisms. It then moves into advanced administrative skills, time management, project management fundamentals, document management, and digital productivity tools. The course also focuses on communication, interpersonal effectiveness, conflict resolution, leadership, delegation, team management, problem-solving, and continuous improvement.

**By the end of the course, participants will have practical tools to manage time, improve workflows, strengthen team communication, organize office procedures, and support better workplace decisions. The course helps organizations benefit from more efficient office operations, stronger administrative leadership, improved collaboration, and increased productivity supported by clear systems and structured processes.**

