BLACKBIRD FOR TRAINING

Essential Management Skills for Administrative Professionals

4 – 8 October 2027
Lagos (Nigeria)



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Ref: 3255829_353141 **Date:** 4 – 8 October 2027 **Location:** Lagos (Nigeria) **Fees:** 4200 GBP

Introduction

The Essential Management Skills for Administrative Professionals course provides a comprehensive framework for understanding the management practices that support organizational effectiveness and administrative excellence. Administrative professionals play a critical role in coordinating activities, managing information, supporting operational processes, and ensuring the smooth flow of communication across departments and functional areas.

This course focuses on developing the management knowledge required to perform administrative responsibilities with greater efficiency, consistency, and accountability. It examines the principles of modern management, planning, organization, communication, performance monitoring, and administrative control within contemporary organizations.

Participants will explore structured approaches to managing daily operations, coordinating workflows, organizing information and records, supporting decision-making processes, and maintaining alignment with organizational policies and objectives. The course also highlights the importance of administrative functions in improving operational efficiency and supporting institutional performance.

In addition, the program addresses administrative reporting, problem analysis, performance measurement, process improvement, and organizational coordination. Through a systematic and integrated approach, participants gain a deeper understanding of how administrative functions contribute to organizational success, service quality, and continuous improvement.

Course Objectives

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



- Understand the core principles of modern management and administrative operations.
- Define the responsibilities and strategic role of administrative professionals.
- Develop effective planning and organizational approaches for administrative activities.
- Improve time management and priority-setting capabilities.
- Strengthen communication and coordination across departments.
- Manage administrative records, documentation, and information effectively.
- Prepare administrative reports that support organizational decision-making.
- Analyze administrative challenges and identify root causes of operational issues.
- Develop performance monitoring and evaluation mechanisms.
- Apply administrative control principles to improve operational consistency.
- Support decision-making through accurate information and reporting.
- Establish performance indicators for administrative activities.
- Enhance the quality of administrative services provided to stakeholders.
- Improve operational efficiency through structured administrative processes.
- Support continuous improvement and organizational excellence initiatives.

Course Outlines

Day One: Modern Management and the Strategic Role of Administrative Professionals

- Understanding the principles and evolution of modern management.
- Administrative functions and their contribution to organizational success.
- Roles and responsibilities of administrative professionals.
- Organizational structures, authority, and accountability frameworks.
- The relationship between administration and organizational performance.
- Principles of efficiency, effectiveness, and administrative excellence.
- Administrative responsibilities in contemporary organizations.
- Management challenges affecting administrative operations.
- The role of administration in supporting institutional development.
- Building a management-oriented approach to administrative work.

Day Two: Planning, Organization, and Priority Management

- Fundamentals of administrative planning.
- Translating organizational objectives into operational activities.
- Organizing administrative workflows and responsibilities.
- Managing priorities in dynamic work environments.
- Time management strategies for administrative functions.
- Coordinating resources and activities efficiently.
- Monitoring progress against planned objectives.
- Addressing delays and operational bottlenecks.
- Improving workflow consistency and productivity.
- Supporting operational continuity through effective organization.



Day Three: Administrative Communication and Information Management

- Principles of effective administrative communication.
- Internal communication channels and organizational information flow.
- Managing administrative records and documentation systems.
- Preparing professional correspondence and reports.
- Enhancing professional relationships within the workplace.
- Managing meetings and administrative follow-up processes.
- Improving information sharing across departments.
- Supporting collaboration through structured communication.
- Knowledge management and information accessibility.
- Strengthening communication quality and organizational alignment.

Day Four: Performance Monitoring and Administrative Problem Analysis

- Understanding administrative performance management.
- Measuring results through performance indicators.
- Identifying administrative and operational challenges.
- Root cause analysis for recurring issues.
- Developing corrective and improvement actions.
- Administrative control and monitoring practices.
- Preparing performance monitoring reports.
- Evaluating process effectiveness and efficiency.
- Strengthening accountability and organizational discipline.
- Supporting management decisions through performance data.

Day Five: Administrative Excellence and Continuous Improvement

- Understanding administrative excellence and organizational effectiveness.
- Developing performance indicators for administrative activities.
- Enhancing service quality and operational performance.
- Managing continuous improvement initiatives.
- Improving administrative procedures and workflows.
- Developing monitoring and evaluation systems.
- Supporting quality-focused organizational cultures.
- Identifying opportunities for administrative enhancement.
- Preparing sustainable administrative improvement plans.
- Conducting comprehensive evaluations of administrative performance.



Why Attend this Course: Wins & Losses!

- Build a strong understanding of modern management practices.
- Improve the organization and coordination of administrative activities.
- Strengthen time management and priority-setting capabilities.
- Enhance communication and cross-functional collaboration.
- Improve information, records, and document management.
- Develop stronger performance monitoring and reporting skills.
- Strengthen administrative control and compliance practices.
- Support informed decision-making through accurate reporting.
- Develop measurable performance indicators for administrative functions.
- Improve the quality and consistency of administrative services.
- Enhance operational efficiency across administrative processes.
- Support continuous improvement and organizational excellence initiatives.

Conclusion

The Essential Management Skills for Administrative Professionals course provides a structured understanding of the management practices that support effective administrative operations and organizational performance. The course focuses on developing the knowledge required to manage administrative responsibilities, coordinate activities, support communication, and improve operational efficiency across organizational functions.

Beginning with the foundations of modern management, the program explores planning, organization, communication, information management, performance monitoring, and administrative control. These areas form the foundation of effective administrative support and contribute directly to organizational effectiveness and service quality.

The course also examines performance measurement, problem analysis, reporting, and process improvement, helping participants understand how administrative functions influence operational outcomes and institutional success. Through a comprehensive review of management principles and administrative responsibilities, participants gain a broader perspective on the role of administration within modern organizations.

