Training Course on Advanced Office Management and Effective Administration Skills

Professional Development Training Course Outline

Category	Development	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced and dynamic work environment, mastering Advanced Office Management and Effective Administration Skills is crucial for ensuring organizational efficiency and professionalism. Training Course on Advanced Office Management and Effective Administration Skills equips administrative professionals, office managers, and executive assistants with cutting-edge tools, innovative strategies, and practical insights to manage office operations, support top executives, and drive productivity in a modern workplace. With a focus on leadership, digital transformation, and communication, participants will leave with a competitive edge in office management and corporate administration.

This program covers a wide array of competencies, from executive support and workflow optimization to business communication and crisis management. This Training Course delivers practical knowledge and actionable skills for achieving administrative excellence and is designed using real-world case studies and interactive learning modules. Participants will gain expertise in stakeholder engagement, project coordination, documentation management, and workplace technology integration.

Programme Curriculum

Training Course on Advanced Office Management and **Effective Administration Skills**

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Course Objectives

1. Develop high-impact administrative and executive support capabilities.
2. Enhance strategic office management and workflow processes.
3. Apply digital tools for productivity, document control, and scheduling.
4. Improve organizational communication across various channels.
5. Strengthen emotional intelligence and interpersonal dynamics.
6. Master time management and prioritization under pressure.
7. Implement project coordination techniques for seamless execution.
8. Develop skills in risk assessment and business continuity planning.
9. Utilize data-driven decision-making for office management.
10. Apply change management principles to administrative functions.
11. Understand financial and budgeting processes in administration.
12. Optimize team collaboration and remote office management.
13. Gain insights from real-world office crisis case studies.

Target Audience

1. Executive Assistants
2. Office Managers
3. Administrative Professionals
4. HR and Admin Coordinators
5. Project Assistants
6. Personal Assistants
7. Operations Managers
8. Executive Secretaries

Course Duration: 10 days

Course Modules

Module 1: Fundamentals of Advanced Office Management

- Key responsibilities and expectations
- Leadership roles in office settings
- Office ethics and professional conduct
- Developing organizational frameworks
- Balancing technical and soft skills
- **Case Study**: Redesigning a dysfunctional office workflow

Module 2: Communication and Interpersonal Skills

- Active listening and empathy in the workplace
- Professional email and memo writing
- Managing internal and external communication
- Conflict resolution strategies
- Cross-cultural workplace communication
- **Case Study**: Handling a miscommunication crisis with a vendor

Module 3: Digital Office Tools and Technologies

- Cloud-based document storage
- Productivity and scheduling software
- Data security basics for admin staff
- Real-time collaboration platforms
- Automation in repetitive tasks
- **Case Study**: Implementing Google Workspace for a hybrid office

Module 4: Time Management and Prioritization

- SMART goal setting
- Task prioritization models (Eisenhower Matrix, ABCDE)
- Delegation techniques
- Avoiding multitasking pitfalls
- Planning and productivity tools
- **Case Study**: Turning around an overwhelmed admin schedule

Module 5: Executive Support Skills

- Managing calendars and meetings
- Gatekeeping and stakeholder coordination
- Drafting business correspondences
- Preparing executive reports and presentations
- Confidentiality and discretion
- **Case Study**: Supporting C-level executives during a merger

Module 6: Project and Event Coordination

- Planning and budgeting for internal events
- Timeline and milestone tracking
- Vendor and logistics management
- Risk identification and mitigation
- Feedback and evaluation systems
- **Case Study**: Executing a 3-day corporate training retreat

Module 7: Office Records and Data Management

- Developing filing systems
- Regulatory compliance and record retention
- Digital archiving tools
- Access control policies
- Audit-readiness practices
- **Case Study**: Preparing an audit for a compliance inspection

Module 8: Emotional Intelligence and Conflict Resolution

- Self-awareness and empathy
- Managing workplace emotions
- Navigating power dynamics
- Negotiation and persuasion techniques
- Creating a respectful office culture
- **Case Study**: Mediating a conflict between admin teams

Module 9: Financial Administration and Budgeting

- Office budgeting principles

- Expense tracking and approval workflows
- Financial documentation standards
- Vendor invoice processing
- Forecasting and cost reduction strategies
- **Case Study**: Rescuing a project from budget overrun

Module 10: Effective Team Leadership

- Coaching and mentoring skills
- Building high-performing admin teams
- Performance reviews and feedback
- Delegation and accountability
- Motivation and recognition strategies
- **Case Study**: Leading a new admin team after restructuring

Module 11: Remote Office Management

- Tools for managing virtual teams
- Time zone and schedule coordination
- Ensuring productivity and accountability
- Online communication etiquette
- Virtual onboarding practices
- **Case Study**: Managing a fully remote admin department

Module 12: Business Continuity and Crisis Management

- Identifying potential risks
- Creating contingency plans
- Ensuring communication during disruptions
- Maintaining data integrity
- Post-crisis evaluation and reporting
- **Case Study**: Responding to a cybersecurity breach

Module 13: Legal and Ethical Considerations

- Privacy and data protection laws
- Workplace harassment prevention
- Ethical decision-making models
- Reporting and whistleblowing protocols
- Admin responsibility in compliance
- **Case Study**: Navigating a confidentiality breach

Module 14: Innovation and Change Management

- Embracing change in admin processes
- Leading innovation in workflows
- Communicating change effectively
- Overcoming resistance
- Continuous improvement culture
- **Case Study**: Transitioning from paper-based to digital systems

Module 15: Final Assessment and Capstone Presentation

- Review of course modules
- Real-world application plan
- Group presentations of admin projects

- Feedback and coaching
- Certification exam and evaluation
- **Case Study**: Presenting a strategic office improvement plan

Training Methodology

- Instructor-led interactive sessions
- Role-playing and simulation activities
- Peer group discussions and breakouts
- Real-life case studies and practical exercises
- Quizzes and progress assessments
- Final capstone project presentation

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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