



*Training Course:
Certified Administrative Professional (CAP Exam
Prep)*

*10 - 14 March 2025
Milan (Italy)*

Training Course: Certified Administrative Professional (CAP Exam Prep)

Training Course code: OM234891 From: 10 - 14 March 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Course Introduction

Efficient office running is fundamental to the success of a business. Dynamic office management, prompt organization, and administrative skills, proficient business communication are some of the elements needed for delivering required services in the office at the right time.

A certified administrative professional is one such specialist who culminates various competencies and aptitudes within and caters to the diverse concerns of an office. Offices are adopting modernization and turning more technology-driven which has generated the necessity for a versatile professional with a wide range of office skills.

Course Objectives

The Certified administrative professional course aims to fulfil the following objectives:

- Enhance the professional qualifications of the participants and transform them into valuable assets for their corporations
- To highlight the range of duties and responsibilities that fall under the position of an administrative professional
- Widen the skill set of the participants and develop their knowledge base
- Deepen the self-esteem and confidence of the participants with the familiarity of the latest trends and techniques
- Strengthen the communication abilities of the participants with a special focus on business communication modes
- Allow the participants to gain more traction in their careers with industry-recognized certification
- Enhanced productivity in the office with better coordination among various activities

Course Methodology

- Interactive sessions and lectures
- Presentations
- Management games
- Roleplaying/modelling

- Case studies
- Group discussions
- Problem-solving sessions

Organisational Impact

Successful completion of the Certified Administrative Professional course shall benefit the organization in the following ways:

- Smooth flow of work with better coordination among different activities of the office
- Timely performance of different activities such as conducting meetings, payments, communicating office policies, filing documents, etc.
- Better management of physical resources such as inventory, office supplies
- Enhanced supervision of employees with regard to training, conflict resolution, counselling, etc.
- Improved planning and organization will result in reduced costs of activities, less wastage of resources
- Build better public relations through improved communication and dynamics with customers
- Ensure optimum use of technology through virtual meetings, use of the internet, and appropriate software to maintain office records

Personal Impact:

- A better understanding of managerial and administrative concepts along with their application in real-life scenarios
- Develop a versatile range of skill sets in organizing, scheduling, business communication, supervising, and administration
- Cultivate a flexible attitude that will help adjust better to the dynamic business environment
- Gain a competitive edge over peers with enhanced practical knowledge and skills
- Boost their resumes with the certification and negotiate better remuneration

Target Audience

- Office administrators
- Office assistants
- Office clerk

- Office secretary
- Administrative assistant
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

Course Outline

Day 1 Introduction to Administrative Duties

- Office administration and its role in today's business setting
- Business environment evolution
- Administrative roles in the office
- Administrative professional duties

Day 2 Administrative Professional Skills

- Managing meetings
- Technical skills
- Developing problem-solving approach
- Travel arrangements
- Clerical skills
- Book-keeping skills

Day 3 Business Communication

- Attending guests, phone calls, handling queries
- Business correspondence
- Drafting letters
- Responding to emails

Day 4 Planning and Organization

- Scheduling appointments
- Time management
- Preparing manuals
- Event management
- Project management

Day 5 Supervision

- Developing team dynamics
- Maintaining employee files
- Training others
- Counselling
- Developing natural leadership

Day 6 Records Management

- Financial records
- Develop filing system- electronic and manual
- Preparing minutes
- File retrieval, file retention
- Data compilation

Day 7 Information Management

- Information distribution
- Creating and editing documents
- Researching and analysing data
- Backing up data

Day 8 Managing Resources



- Maintaining supplies
- Developing purchasing system
- Preventing burnout
- Building transparency

Registration form on the Training Course: Certified Administrative Professional (CAP Exam Prep)

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€ Euro

Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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- Please find enclosed a cheque made payable to Global Horizon
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