Training Course:
Office Administration and Management

24 November - 5 December 2025
Rome (Italy)

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Training Course code: OM234894 From: 24 November - 5 December 2025 Venue: Rome (Italy) - Training Course Fees: 9100 ⬜ Euro

Introduction

How do you become a very effective and successful Office administrator? Office administrative responsibilities deal with overseeing the daily functions of various inter-disciplinary departments to have operations flow smoothly and reduce the workload from higher-level managers.

The major job responsibility of an office administrator is to guarantee the efficient functioning of all connected departments within an organization. They perform as a connecting linkage between departments and between the employees and the management. Your position and role demand you to keep operations moving effortlessly.

Course Objectives

- Understand the importance of their role in an organization

- Learn different tactics when dealing with tasks concerning the management and individuals from different departments

- Develop action plans to complete their tasks more effectively

- Understand the techniques of Planning, Organizing, and Controlling

- Learn the techniques to manage records and documentation

- Learn how to control emotions during stressful situations

- Enhance your multi-tasking Skills

- Learn the skills of Priority Management

- Implement verbal and written communication approaches

- Coordinate and organize meetings effectively

- Manage telephone calls efficiently and professionally

- Learn to make quick decisions and resolve office-related matters

- Develop relationships throughout the organizational structure

- Develop a customer-centric and service attitude and mindset

- Learn the main causes of stress and apply the practices to control it

- Employ time management techniques for better efficiency

- To submit information in a more effective manner

- Manage time efficiently and be able to think proactively

- Perform basic HR functions and roles

- Think and perform like a manager for effective managerial tasks

Course Methodology

This workshop is a very interactive session as participants from all cultures participate in this training program and share their own office experiences and challenges. Customized modules can be arranged for organizational-specific learning requirements. This program involves group discussions, case studies, and role-plays.

Organizational Impact

- Improved productivity and creativeness among employees

- They will be able to communicate effectively

- Develop skills to build a network of working relationships

- Employees learn to be more proactive

- There is increased productivity in office management

- Improved time management is noticed

- There are improved office optimism and satisfaction

- There is a reduction in employee absenteeism

- Reduction in office stress is experienced

- Employees improve their written communication

- Administrators are able to manage and present information more effectively

- They are able to work on office systems and technology in an efficient way

Personal Impact

- There is an increased sense of self-confidence that leads to self-satisfaction

- Participants become more goal-oriented in all aspects of life

- Increased assertiveness is observed

- Improved organizational skills overflow outside the workplace

- There is an improve interpersonal skills

- Individuals have a reduced stress level and improved stress management skills

- There is an increase in self-value and therefore an increase in motivation

- Their presentation and public speaking skills are developed

- Individuals are able to manage time for themselves and for others

Target Audience

This program is designed to provide:

- Office Administrators
- Assistants
- Administrative Supervisors
- Staff
- Executive Secretaries,
- Personal Assistants,
- Records Management Officers
- Office Managers

This training program in Office Administration and Management Program allows you to evaluate and develop your interpersonal and professional skills.

Course Outline

Below is the course outline and the modules that would be covered during the Office Administration and Management Training Course:

Day 1

Role of an Office Administrator

- Understanding Your Organizational structure

- Organizing the Organization: Smart techniques

- Competencies to be a successful Administrator

- Identifying your job role and your value

- Managing Processes and managing people

- Team Management

Day 2

Developing an Effective Office Management System

- Tips and Techniques as an office administrator

- Creating a process flow for different tasks

- Creating schedules and To-Do Lists

- Effectively using Outlook, schedulers, planners

- An ideal office management system

- Framework for an idea Office Management

- Making things easy as an Administrator

Day 3

Becoming a ⬚Star Administrator⬚ in Office

- Increasing credibility and securing recognition

- Developing a positive attitude

- Being assertive at the workplace and the balance

- Taking up control at work

- Selling your ideas to people around you

- Managing Working Relationships at all levels

- Conflict management skills

Day 4

Customer-Centric Mindset

- Serving internal and external clients, vendors, and customer

- Understanding the needs

- Eliminating services barriers

- Effective ways to build rapport

- Providing excellent customer service

- Becoming the face of your organization

- Handling complaints diplomatically

Day 5

Office Technology

- Office Technology: Introduction

- Overuse and Misuse of technology

- Office layout and ergonomics

- Desk Management

- Heading towards a paperless system

- Using office technology to the fullest

- Information and Data Management

- Presentation of statistical information

Day 6

Event and Travel Management

- Travel Arrangements

- Events and Meeting Management

- Business Correspondence

- Filing and Documentation Management

- The paper flow system

- Basic Accounting Skills

- Basic Computer Skills

Day 7

Business Meetings

- Organizing objective-oriented meetings

- Elements of effective meetings

- Coordination and Organizing meetings

- Preparing meeting agendas

- Controlling time

- Identifying meeting challenges

- Maintaining the minutes of meetings

Day 8

Time Management

- Managing time effectively

- Identifying and eradicating time wasters

- Setting SMART goals and priority levels

- Measures and parameters to control effectiveness

- Planning time for self and others

- Maintaining time logs and improvising on the use of time

Day 9

Telephonic Skills as an Office Administrator

- Using the telephone, the most productive way

- Professional Telephone Etiquette and behaviour

- Principles for good and effective listening

- Steps in professionally handling a business call

- Use of phone applications

- Handling difficult callers

- Understanding common phone problems

Day 10

Emotional Intelligence

- Emotional Intelligence: True sign of corporate maturity

- Principles of emotional intelligence

- Building your self-confidence

- Facing and dealing with difficult situations

- Handling requests by multiple managers and organizing the workload

- Integrating emotional intelligence with office management

- Techniques to become practical and responsible as an Administrator

Registration form on the Training Course:
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