Global Horizon
TRAINING CENTER

Training Course:
Administration Skills

29 September - 3 October 2025
Milan (Italy)

Training Course:
Administration Skills

Training Course code: OM234895 From: 29 September - 3 October 2025 Venue: Milan (Italy) - Training Course Fees: 5500 Euro

Introduction

Every business needs great office administrators. The success of every flourishing business is excellent office administrators, be they a clerk, coordinators, secretaries, or office managers.

This job takes a special kind of person to perform such tasks. Efficient workers of an organization have often been labeled the fuel for that organization; in that sense, Office administrative assistants are like the engine that coordinates, regulates, and keeps things going. The main function of such roles is to guarantee the smooth operation of all processes within an organization.

Course Objectives

- Improve their organizational skills and show new levels of productivity

- Organize file systems to enhance overall efficiency

- Write business letters, documents, and email communication

- Effectively use business office applications

- Execute office processes efficiently

- Develop plans to accomplish their responsibilities more effectively

- Comprehend the methods of Planning, Organizing and Regulating

- Understand the abilities of Priority Management

- Discover ways to make quicker decisions

- Understand Emotional Intelligence and its principles at work

- Strengthen telephonic skills to better serve employees and customers

- Understand the basics of data management for better productivity

- Become a master of time management techniques

- Improve your stress endurance skills

Methodology

administrative experiences and tasks.

Customized modules can be assembled for administrative-specific learning. This program involves discussions, activities, and role-plays.

Organizational Impact

- Refine your understanding of the business and the organization

- Become a multicultural individual and handle people differently

- Participants improve their written communication

- Understand how to handle customer complaints

- Develop stronger relationships with your co-workers and organization

- Increase your efficiency to benefit you and your company

- Use interpersonal connections in the workplace

- Use automated software and basic accounting software

- A decline in workplace stress is noticed

Personal Impact:

- Improve verbal and non-verbal communication skills

- Learn to build better connections and business relationships

- Explore different personality types and adapt to behaviours suitably

- Participants become goal-oriented in different aspects of their life

- Enhanced assertiveness is observed among the participants

- Increased self-value leads to increased motivation

- Individuals are able to manage personal and work time effectively

Target Audience

- Office Managers

- Administrators

- Secretaries

- Receptionist

- Administrative Assistants

- Administration Officers

- Personal Assistant PA

- Executive Assistant EA

- Virtual Assistant

- Legal or medical administration officers

Outline

Day1

Importance of an Administrator

- Finding your job's importance and value

- Understanding Your Business and Organization

- Work Management: Best Practice techniques

- Skills to be a productive Administrator

- Handling Processes and People

- Inter-Departmental Management

Fostering an Operational Office Management System

- Techniques and Principles for a successful administrator

- Designing a process flow for different office work

- Forming schedules and To-Do Lists

- Efficiently using Planners and Outlook

- Building an office management system that works

- Framework for a successful Office Management

- Implementing administrative workflow

Day 2

Developing into a Successful Administrator

- Creating value and recognition for the position

- Fostering a positive attitude in the workplace

- Being assertive and maintaining the right balance

- Having command of the responsibilities

- Being a successful Negotiator and Influencer

- Managing Working connections at deferent levels

- Understanding Conflict Management

Forming a Serving Attitude and Mindset

- Serving internal and external clients and stakeholders

- Understanding the root cause of people needs

- Removing services barriers and becoming accessible

- Best methods to build rapport

- Delivering excellent customer service

- Grow Into becoming the face of your organization

- Handling complaints sensitively

Day 3

Basic Office Software and Technology

- The use of technology

- Heading towards a paperless system

- Using office technology to the fullest

- Document processing Software☐s

- Worksheet Software☐s

- Presentation Software☐s

- Information and Data Management

- Developing Statistical Information

- Desk Management

Event and Travel Management

- Travel Arrangements

- Events Management

- Meeting Management

- Business Correspondence and Communications

- Filing and Documentation of files

- Effective ways of handling papers

- Basic Accounting Skills

Day 4

Corporate Meetings

- Organizing Business meetings

- Elements of productive meetings

- Coordination of business meetings

- Preparing meeting agendas

- Monitoring timelines

- Drafting the minutes of meetings

Time Management Skills

- Effective Time Management

- Diary Management

- Calendar management

- Managing Interruptions

- Multitasking Skills

- Dealing with Complex situations

- Handling Conflicting Priorities

- Maintaining time logs

Day 5

Telephonic Skills as an Office Administrator

- Productive telephonic methods

- Telephone Etiquette and behaviour

- Principles of effective listening

- Professional business calls

- Phone systems and applications

- Handling difficult callers

Records Management and Filing

- File Management Techniques

- Creating efficient filing systems

- Organizing your office processes

- Organizing physical files

- Organizing electronic files

- Document control

- Records Management Systems

- Best Practices

Effective Interpersonal Office Skills

- Enhancing your verbal communication skills

- Identifying and using body language

- Stress Management

- Business Protocol and Etiquette

- Coordinating with Senior Management

- Dealing with different personality types

- Multi-cultural workplace

- Handling office politics and confidentiality

Registration form on the Training Course:
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