



*Training Course:
Administrative Assistant Specialist*

*16 - 20 June 2025
Milan (Italy)*

Training Course: Administrative Assistant Specialist

Training Course code: OM234893 From: 16 - 20 June 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Introduction

What does an administrative assistant do? The administrative assistant is a diverse role needed by almost every office to perform a variety of clerical and administrative tasks. There is an array of support tasks that have to be executed promptly and order to ensure coordination among the fundamental business functions.

Administrative Assistants may work on a one-on-one basis with the executives, high-ranking officials, and managers or may work for a particular team, project, or department. Their job is to handle different interrelated interactions between the organization and its employees to ensure coordination and productivity.

Course Objectives

- Develop organizational skills within the participant with a view of utilizing organizational resources to the optimum
- Prepare participants to be active in situations of stress with a problem-solving mindset along with a creative approach
- Inculcate within the participants the basics of routine tasks such as answering phone calls, taking notes, arranging meetings, etc.
- Preparing participants for specialized job responsibilities specific to certain industries such as Administrative Assistants to financial officials will be required to understand the basics of accounting and financial management, reading financial reports, gathering financial data, and so on
- Release the Executives and managers from the burden of cumbersome tasks that don't involve personal interference of the manager and thus allow them to focus on the most important jobs as the support tasks would be taken care of by the administrative assistants
- To develop the participant into a person who acts as a connecting link between the manager and the rest of the organization

Methodology

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

- Case studies
- Group discussions
- Problem-solving sessions

Organisational Impact

- A well-trained administrative assistant will systematically perform clerical duties and thus the rest of the team, managers will be able to dedicate their time and resources solely to major functions
- A competent Administrative Assistant will be like the face of the company who greets clients on a regular basis. Specifically, due to this reason, the training program also focuses on helping the participants develop a candid and friendly demeanour towards the clients or visitors
- With proficient communication skills, administrative assistants are capable of turning into the nerve centre of business communication. Communication may take place through them and they can streamline the necessary information to required authorities timely.

Personal Impact

- Participants will become adept at performing office procedures through practical knowledge acquired during the course of the certification
- Gain familiarity with various technical and computer skills
- Develop a creative mindset that promotes innovation and problem solving
- Gain the prestige of becoming an asset for the company, thereby boosting self-confidence
- Enhanced skill set will increase the employability of the participants and help them gain an advantage over peers

Target Audience

- Administrative assistant
- Administrative Coordinator
- Office assistants
- Office clerk
- Office secretary
- Front office managers
- Receptionists

- Supervisors
- General managers
- Entrepreneurs and start-up founders

Course Outline

Day 1

Need of an Administrative Assistant

- Recognising the employers' need
- Getting well-versed in employer's responsibilities
- Job duties
- Setting up a workstation
- Work planning
- Dictation

Day 2

Telephone Handling and Etiquettes

- Taking and screening calls
- Taking messages
- Telephone manners

Day 3

Handling of Mail

- Inward and outward mail
- Email etiquettes
- Physical mail
- Electronic mail

Day 4

Records Management

- Filing system
- Filing equipment
- Documentation
- Maintaining confidentiality

Day 5

Business Communication and Networking

- Business correspondence
- Drafting business letters
- Internal business communication
- Preparing business reports
- Business networking on behalf of the employer

Day 6

Computer and Technical Skills

- Word processing applications
- Spreadsheet software
- Presentation skills
- Internet skills
- Using the internet for research
- Office equipment

Day 7

Introduction to Book-keeping

- Recording financial transactions
- Basics of Accounting
- Source documents

- Financial statement
- Reading financial reports

Day 8

Time Management

- Prioritizing projects
- Time management strategies
- Planning ahead

Registration form on the Training Course: Administrative Assistant Specialist

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

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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