



*Training Course:
Planning, Organizing, and Setting Goals
Efficiently and Effectively*

*17 - 21 November 2025
Milan (Italy)*

Training Course: Planning, Organizing, and Setting Goals Efficiently and Effectively

Training Course code: OM235976 From: 17 - 21 November 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Introduction

Office management has become increasingly complex. The rising demand for speed and accuracy, along with the need to be proficient in new technologies and work with an increasingly diverse workforce, presents both challenges and opportunities for growth.

The roles of office professionals have evolved significantly over recent years to include additional responsibilities. These roles now require advanced skills such as handling complex tasks, building relationships, managing conflicts, and making difficult decisions. Office professionals are expected to be creative, proactive team members, willing to take risks, represent executives, and communicate effectively.

This dynamic and in-depth training program explores some of the most advanced skills that help office managers operate with confidence, creativity, and effectiveness.

Program Objectives

By the end of this training program, participants will be able to:

- Identify the key areas that require control.
- Overcome procrastination and stress.
- Process and retrieve vital information effectively.
- Manually and electronically store, document, and index data.
- Improve comprehension and concentration abilities.
- Enhance performance when dealing with others, paperwork, and priorities.
- Set priorities and define goals using a five-step time management plan.
- Understand effective communication techniques.
- Identify innovation and creativity methods in the workplace.
- Apply strong processing skills to manage the large volume of information on their desks.
- Master memory and recall techniques.
- Stay in control: how to use stress to their advantage and manage burnout.
- Improve concentration skills.

- Enhance performance in dealing with others, documents, and competing priorities.

Target Audience

- Administrative professionals.
- Executive assistants and administrative coordinators.
- Personal assistants to executive leaders.
- Executive secretaries and personal aides.
- Executive assistants, trusted secretaries, and other office-related administrative roles.
- Anyone seeking to develop their skills and sees value in attending this course.

Course Outline

Day One:

Managing Chaos:

- Identifying signs of burnout.
- Eliminating burnout.
- Reducing interruptions.
- Working efficiently during both heavy and light workloads.

Time Control:

- Define your goals.
- Set your priorities and manage your activities.
- Multiply your time using the four-step time control plan.

Day Two:

Personal Communication:

- The importance of effective communication.
- Identifying and removing communication barriers.
- Enhancing listening and questioning skills.

Avoiding Ambiguity and Misunderstanding - Delivering the Right Message:

- Non-verbal communication.
- Positive body language.
- One-on-one, informal, and meeting communications.
- Using communication skills to negotiate and persuade.

Day Three:

Memory Enhancement and Information Retrieval:

- Explaining the difference between comprehension, memory, and recall.
- Understanding how memory functions.
- Using techniques to enhance memory and recall.

Maintaining Control:

- Identifying signs of burnout.
- Applying assertive techniques.
- Developing coping skills.

Day Four:

Analysis, Decision-Making, and Creative Thinking:

- Data analysis.
- Decision-making.
- Applying creative thinking in problem-solving and decision-making.

Implementing Decisions:

- Confidence in presenting initiatives.
- Confidence in making judgments.
- The power of renewed and creative thinking.
- Enhancing memory skills.

Day Five:

Influence and Persuasion Skills Part 1:

- Communicating with confidence.
- Overcoming higher-level challenges.
- Presenting your point of view clearly and confidently in meetings or with management.

Influence and Persuasion Skills Part 2:

- Assertive and persuasive communication.
- Influencing through impactful communication styles.
- Handling difficult individuals.
- Understanding your influence in challenging relationships.
- NLP applications in secretarial and office management.

Registration form on the Training Course: Planning, Organizing, and Setting Goals Efficiently and Effectively

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

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