



*Training Course:
Office Management & Effective Administration
Skills*

*7 - 11 September 2026
Milan (Italy)*

Training Course: Office Management & Effective Administration Skills

Training Course code: OM1091 From: 7 - 11 September 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program, designed by Global Horizon Training Center, addresses the increasing complexity of modern office management.

With growing demands for speed, accuracy, technological adaptability, and collaboration across diverse teams, administrative professionals are expected to operate at a higher level of efficiency and professionalism. This course provides practical tools and advanced techniques to help participants enhance productivity, improve communication, and manage responsibilities with confidence and control.

Objectives

Participants will be able to:

- Prioritize tasks and manage multiple responsibilities effectively
- Apply managerial thinking in planning, decision-making, and problem-solving
- Enhance communication skills for stronger workplace relationships
- Improve self-confidence and emotional control
- Practice assertiveness for professional effectiveness
- Develop both intrapersonal and interpersonal competencies

Target Audience

This program is designed for professionals involved in administrative and office management roles, including:

- Office Managers
- Administrative Supervisors
- Executive Secretaries
- Personal Assistants PAs
- Executive Assistants EAs
- Administrative Officers and Coordinators
- Team Leaders and Support Staff
- Professionals aspiring to develop their administrative and office management skills

Training Program Outline

Day 1: Taking Control of Your Work Life

- Understanding purpose, vision, and mission
- Working smarter, not harder
- Prioritizing and organizing tasks
- Streamlining office systems
- Managing paperwork efficiently
- Creating a productive office environment

Day 2: Essential Administrative Skills

- Mind mapping techniques
- Managing projects and deadlines
- Planning using Gantt charts
- Problem-solving methods
- Decision-making tools
- Effective meeting management

Day 3: Vital Communication Skills

- Communication styles and effectiveness
- Assertiveness techniques
- Conflict resolution win-win approach
- Body language awareness
- Gender communication differences
- Managing different personality types

Day 4: Developing as a Professional

- Advanced listening skills
- Building a professional image
- Leadership skills for administrators
- Presentation skills and confidence building
- Planning and delivering presentations
- Providing constructive feedback

Day 5: Self-Empowerment and Self-Management

- Understanding stress and its causes
- Identifying stress symptoms and triggers
- Emotional intelligence fundamentals
- Applying emotional intelligence at work
- Managing negative thinking and reactions
- Becoming proactive and self-aware
- Continuous professional development planning

Registration form on the Training Course: Office Management & Effective Administration Skills

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

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
 Position:
 Telephone / Mobile:
 Personal E-Mail:
 Official E-Mail:

Company Information

Company Name:
 Address:
 City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
 Position:
 Telephone / Mobile:
 Personal E-Mail:
 Official E-Mail:

Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

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registration
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