



*Training Course:
Office Management Best Practices*

*13 - 24 July 2026
Dubai (UAE)*

Training Course: Office Management Best Practices

Training Course code: OM236549 From: 13 - 24 July 2026 Venue: Dubai (UAE) - Training Course Fees: 7700 € Euro

Introduction

The Office Management Best Practices training program is designed by Global Horizon Training Center to equip administrative professionals, office managers, executive assistants, and support staff with the essential knowledge and practical skills required to manage modern office operations effectively. The program focuses on improving productivity, enhancing communication, streamlining administrative processes, and implementing best practices that support organizational efficiency and excellence. Participants will gain practical tools and techniques for managing information, coordinating activities, handling resources, and fostering a professional workplace environment that contributes to organizational success.

Objectives

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

- Understand the principles and functions of effective office management.
- Apply best practices in administrative and office operations.
- Improve time management and personal productivity.
- Enhance communication and interpersonal skills within the workplace.
- Organize documents, records, and information efficiently.
- Coordinate meetings, events, and office activities professionally.
- Manage office resources and workflows effectively.
- Utilize digital tools and technologies to improve office performance.
- Strengthen customer service and stakeholder relationship management.
- Develop strategies for continuous improvement and operational excellence.

Course Methodology

This program employs a highly interactive approach combining:

- Instructor-led presentations and discussions.
- Practical exercises and workshops.

- Case studies and real-life office scenarios.
- Individual and group activities.
- Role-playing and communication simulations.
- Templates and tools for office administration.
- Best practice benchmarking and problem-solving sessions.
- Action planning for workplace implementation.

Organizational Impact

Upon completion of this program, organizations will benefit from:

- Increased administrative efficiency and productivity.
- Improved communication and coordination across departments.
- Better management of office resources and information.
- Enhanced customer and stakeholder satisfaction.
- More effective scheduling, planning, and workflow management.
- Reduced operational delays and administrative errors.
- Improved professionalism and service quality.
- Strengthened teamwork and collaboration.
- Greater adaptability to digital office environments.
- Continuous improvement in office operations and support functions.

Target Audience

This program is designed for:

- Office Managers.
- Administrative Managers.
- Executive and Personal Assistants.
- Administrative Coordinators.
- Secretaries and Reception Supervisors.

- Department Administrators.
- Team Leaders and Supervisors.
- Customer Service and Administrative Support Staff.
- Professionals aspiring to improve office management capabilities.

Outlines

Day 1: Fundamentals of Office Management

- Principles and objectives of office management.
- Roles and responsibilities of office professionals.
- Characteristics of high-performing offices.
- Office policies, procedures, and standards.
- Aligning office functions with organizational goals.
- Best practices in office administration.

Day 2: Administrative Planning and Work Organization

- Planning and prioritizing administrative activities.
- Workflow management techniques.
- Organizing office operations effectively.
- Managing workloads and deadlines.
- Creating efficient office systems.
- Preventing bottlenecks and improving coordination.

Day 3: Time Management and Personal Productivity

- Principles of time management.
- Setting priorities using productivity tools.
- Managing interruptions and distractions.
- Delegation and workload balancing.
- Developing productive work habits.

- Techniques for improving efficiency.

Day 4: Professional Communication and Interpersonal Skills

- Verbal and written communication techniques.
- Business etiquette and professional conduct.
- Active listening skills.
- Managing workplace relationships.
- Conflict resolution and problem-solving.
- Building effective communication networks.

Day 5: Records Management and Document Control

- Fundamentals of records and information management.
- Filing systems and document classification.
- Electronic document management systems.
- Data confidentiality and information security.
- Retention schedules and archiving methods.
- Best practices in records administration.

Day 6: Meeting and Event Management

- Planning and organizing meetings.
- Agenda preparation and minute-taking.
- Coordinating travel and logistics.
- Event management fundamentals.
- Managing calendars and schedules.
- Utilizing digital collaboration tools.

Day 7: Office Technology and Digital Transformation

- Modern office technologies and trends.

- Collaboration and productivity software.
- Digital document management.
- Cloud-based office solutions.
- Automation of administrative tasks.
- Cybersecurity awareness for office personnel.

Day 8: Customer Service Excellence and Stakeholder Relations

- Principles of excellent customer service.
- Internal and external customer management.
- Handling complaints professionally.
- Communication with stakeholders.
- Building positive relationships.
- Enhancing service quality and responsiveness.

Day 9: Resource Management and Operational Excellence

- Managing office supplies and resources.
- Budget awareness and cost control.
- Process improvement methodologies.
- Performance measurement and KPIs.
- Risk management in office operations.
- Implementing best practices for efficiency.

Day 10: Leadership, Continuous Improvement, and Action Planning

- Leadership skills for office professionals.
- Teamwork and collaboration techniques.
- Managing change and innovation.
- Continuous improvement strategies.
- Developing personal and departmental action plans.

- Final workshop: Designing an Office Management Excellence Framework.
- Course review and key takeaways.

Registration form on the Training Course: Office Management Best Practices

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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

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