Global Horizon
TRAINING CENTER

Training Course:
Advanced Senior Office Administration & Management

21 - 25 June 2027
Casablanca (Morocco)

Training Course:
Advanced Senior Office Administration & Management

Training Course code: OM235701 From: 21 - 25 June 2027 Venue: Casablanca (Morocco) - Training Course Fees: 4725 Euro

Introduction

This program, designed by Global Horizon Training Center, focuses on developing high-level administrative capabilities required for modern office environments.

In today's fast-paced and complex organizations, senior office administrators are expected to go beyond routine tasks and play a strategic role in ensuring operational efficiency, coordination, and communication across departments. This requires a combination of organizational awareness, interpersonal effectiveness, and advanced administrative competencies.

This program equips participants with practical tools and techniques to manage tasks, people, and priorities effectively while enhancing their professional impact through strong communication, customer service, time management, and emotional intelligence.

Objectives

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

- Understand the strategic importance of the office administrator role
- Manage processes, tasks, and people efficiently
- Develop a customer-centric approach to service delivery
- Apply advanced time management techniques to improve productivity
- Enhance professional communication and telephonic skills
- Utilize emotional intelligence to manage stress and workplace relationships

Target Audience

- Senior Office Administrators
- Executive Assistants and Office Managers
- Administrative Supervisors and Coordinators
- Professionals in advanced administrative roles
- Individuals preparing for senior administrative responsibilities

Outlines

Day 1: Role of an Office Administrator

- Understanding organizational structures and workflows
- Smart techniques for organizing office operations
- Core competencies of successful administrators
- Defining job roles and value contribution
- Managing processes and people effectively
- Team coordination and collaboration

Day 2: Customer-Centric Mindset

- Serving internal and external stakeholders
- Understanding customer needs and removing service barriers
- Building rapport and professional relationships
- Delivering high-quality customer service
- Representing the organization professionally
- Handling complaints with diplomacy and professionalism

Day 3: Time Management

- Principles of effective time management
- Identifying and eliminating time wasters
- Setting SMART goals and priorities
- Monitoring performance and productivity
- Planning and scheduling for self and teams
- Using time logs to improve efficiency

Day 4: Telephonic Skills as an Office Administrator

- Using telecommunication as a productivity tool
- Professional telephone etiquette and behavior
- Effective listening and communication techniques
- Managing business calls professionally
- Utilizing modern communication tools and applications
- Handling difficult callers and common communication challenges

Day 5: Emotional Intelligence

- Understanding emotional intelligence in the workplace
- Building self-awareness and self-confidence
- Managing stress and challenging situations
- Handling multiple priorities and managerial demands
- Strengthening interpersonal relationships
- Integrating emotional intelligence into daily administrative practices

Registration form on the Training Course: Advanced Senior Office Administration & Management

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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

Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.	Fax your completed registration form to: +20233379764	E-mail to us : info@gh4t.com or training@gh4t.com	Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.