



Training Course:
Microsoft Office and Administrative Skills

14 - 18 June 2027
Milan (Italy)

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Training Course code: MA234819 From: 14 - 18 June 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

To excel as an Office Manager, Administrator, or Secretary, professionals must develop strong interpersonal, organizational, and technical skills to effectively manage responsibilities and maintain high levels of performance. The [Administrative Excellence and Microsoft Office Mastery](#) program is designed to equip participants with the essential competencies required to enhance productivity, improve communication, and optimize office operations.

This program provides comprehensive training in core Microsoft Office applications, including [Microsoft Outlook](#), [Microsoft Word](#), [Microsoft Excel](#), [Microsoft PowerPoint](#), and [Microsoft Power BI](#), enabling participants to handle administrative tasks efficiently and professionally.

In addition to technical skills, the program focuses on developing key administrative capabilities such as time management, communication, problem-solving, decision-making, and office organization. Participants will learn how to streamline workflows, manage multiple priorities, and improve workplace efficiency while fostering effective professional relationships.

Course Objectives

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

- Improve time management and prioritize daily responsibilities effectively
- Streamline office processes and enhance workplace efficiency
- Communicate professionally and assertively across all organizational levels
- Apply problem-solving and decision-making techniques in administrative roles
- Manage meetings, documentation, and administrative workflows efficiently
- Utilize Microsoft Office applications for professional documentation and reporting
- Create and format documents, spreadsheets, presentations, and reports
- Analyze data and generate insights using Excel and Power BI
- Enhance organizational and coordination skills within the office environment

Target Audience

This program is designed for:

- Office Managers and Administrative Professionals
- Executive Secretaries and Personal Assistants
- Administrative Coordinators and Support Staff
- Customer Service and Front Office Personnel
- Professionals seeking to enhance Microsoft Office skills

- Individuals aiming to improve administrative efficiency and productivity

Outline

Day 1 - Administrative Excellence and Work Management

- Understanding roles and responsibilities in administrative functions
- Defining purpose, vision, and mission within the workplace
- Internal and external customer service principles
- Working smarter: productivity and efficiency techniques
- Time management and prioritization strategies
- Organizing workflows and managing multiple responsibilities
- Streamlining office systems and documentation
- Managing paperwork and improving office efficiency

Day 2 - Core Administrative and Professional Skills

- Enhancing cognitive skills using structured thinking techniques
- Introduction to mind mapping and creative thinking
- Planning and scheduling using tools such as Gantt charts
- Problem-solving and decision-making methodologies
- Managing projects and meeting deadlines
- Effective meeting management and minute-taking
- Working with multiple managers and stakeholders
- Proactive work approaches and professional behavior

Day 3 - Microsoft Word and PowerPoint

- Introduction to Microsoft Word: document creation and formatting
- Editing, formatting, and structuring professional documents
- Working with styles, templates, and layouts
- Managing tables, images, and document elements
- Creating multi-section documents and using headers and footers
- Proofing and reviewing tools
- Introduction to Microsoft PowerPoint
- Designing professional presentations
- Structuring content and visual storytelling
- Using themes, layouts, and multimedia elements
- Delivering effective presentations

Day 4 - Microsoft Excel and Data Management

- Introduction to Microsoft Excel: data entry and worksheet management
- Working with formulas and functions
- Formatting and organizing data
- Using charts and data visualization tools
- Sorting, filtering, and managing datasets
- Working with multiple worksheets and data validation
- Advanced functions IF, VLOOKUP, and related functions

- Pivot tables and data analysis techniques
- Importing and exporting data

Day 5 - Advanced Excel, Power BI, and Integration

- Advanced Excel techniques and data analysis tools
- Consolidating data from multiple sources
- Database functions and data auditing
- Protecting and sharing workbooks
- Introduction to Power BI and data visualization concepts
- Creating dashboards and reports
- Integrating Microsoft Office tools for reporting and decision-making
- Reviewing key concepts and best practices for administrative excellence

Registration form on the Training Course: Microsoft Office and Administrative 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:
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Personal E-Mail:
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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
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