



*Training Course:
Advanced Office Management & Effective
Administration Skills*

*1 - 5 March 2027
Milan (Italy)*

Training Course: Advanced Office Management & Effective Administration Skills

Training Course code: OM5014 From: 1 - 5 March 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program, designed by Global Horizon Training Center, is structured to elevate the capabilities of office managers, administrators, and secretaries by strengthening both interpersonal and professional competencies.

In today's fast-paced work environment, administrative roles require more than routine execution—they demand strategic thinking, adaptability, and strong communication. This program focuses on helping participants take control of their responsibilities, enhance productivity, and develop the confidence to operate effectively across all organizational levels.

Course Objectives

Participants will be able to:

- Prioritize tasks and manage multiple responsibilities efficiently
- Apply managerial thinking in planning, decision-making, and problem-solving
- Strengthen communication and interpersonal effectiveness
- Develop confidence and emotional control in the workplace
- Practice assertiveness to improve professional interactions
- Build strong intrapersonal and interpersonal skills

Target Audience

- Office Managers
- Team Leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- Personal Assistants PAs

Training Program Outline

Day 1: Taking Control of Your Work Life

- Introductions and program overview
- Understanding purpose, vision, and mission
- Internal and external customer service
- Working smarter, not harder
- High-impact productivity techniques
- Prioritizing and organizing work
- Long-term planning for office excellence
- Streamlining office systems
- Managing paperwork effectively
- Creating an efficient work environment

Day 2: Essential Administrative Skills

- Mind mapping techniques for productivity
- Right brain vs. left brain thinking
- Managing large projects and deadlines
- Planning using Gantt charts
- Problem-solving methodologies
- Proactive work approaches
- Decision-making tools
- Effective meeting management
- Writing and managing meeting minutes
- Working with multiple managers

Day 3: Vital Communication Skills

- Common communication pitfalls
- Communication styles and adaptability
- Building confidence in communication
- Assertiveness techniques
- Conflict resolution win-win approach
- Saying "no" professionally
- Body language awareness
- Gender communication differences
- Managing bias and authority challenges
- Handling different personality types
- Building strong relationships with managers

Day 4: Developing as a Professional

- Advanced listening skills
- Barriers to effective listening
- Building a professional image
- Leadership fundamentals for administrators
- Self-awareness as a leader
- Influencing without authority
- Presentation skills and public speaking
- Structuring effective presentations
- Maintaining audience engagement
- Delivering constructive and positive feedback

Day 5: Self-Empowerment and Self-Management

- Understanding stress and its causes
- Building self-confidence and resilience
- Techniques for relaxation and mental clarity
- Identifying stress triggers and symptoms
- Breaking negative thinking cycles
- Emotional intelligence fundamentals
- Applying emotional intelligence at work
- Managing emotions effectively
- Becoming proactive and self-aware
- Continuous professional development planning

Registration form on the Training Course: Advanced 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
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