



*Training Course:
Advanced Contracts & Purchasing Management*

*10 - 14 May 2027
Milan (Italy)*

Training Course: Advanced Contracts & Purchasing Management

Training Course code: PC4095 From: 10 - 14 May 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program is designed for office managers, administrators, and support professionals to enhance their interpersonal, behavioral, and organizational skills. Participants will learn techniques to prioritize tasks, streamline work practices, communicate assertively, manage relationships, think creatively, and solve problems effectively.

Course Objectives

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

- Prioritize and manage multiple tasks efficiently.
- Think and act strategically in planning, decision-making, and problem-solving.
- Enhance communication skills to improve workplace relationships.
- Build self-confidence and manage thoughts and feelings effectively.
- Develop assertiveness for better workplace effectiveness.
- Strengthen intrapersonal and interpersonal skills.

Target Audience

- Office Managers
- Administrative Professionals
- Executive Assistants
- Secretaries
- Team Leaders responsible for administrative support functions
- Professionals seeking to improve personal effectiveness, communication, and office management skills

Course Outlines 5 Days

Day 1 - Taking Control of Your Work Life

- Introductions, purpose, vision, and mission
- Internal and external customer service
- Working smarter: high-leverage activities
- Prioritizing and organizing tasks
- Long-term office planning
- Streamlining office systems
- Document and workflow management

Day 2 - Essential Administrative Skills

- Mind mapping and brain dominance techniques
- Planning and scheduling using Gantt charts
- Problem-solving and decision-making tools
- Project management for administrative tasks
- Effective meetings and minute-taking
- Managing multiple managers

Day 3 - Vital Communication Skills

- Common communication mistakes
- Communication styles and assertiveness
- Conflict resolution and saying "no" effectively
- Body language and non-verbal communication
- Gender and personality differences in communication
- Building productive relationships with colleagues and supervisors

Day 4 - Developing as a Professional

- Active listening techniques
- Creating a professional image
- Leadership skills and influencing without authority
- Presentation skills and overcoming public speaking fears
- Delivering feedback: corrective and positive

Day 5 - Self-Empowerment and Self-Management

- Understanding stress: causes, triggers, and management
- Building self-confidence and resilience
- Emotional intelligence: recognizing and managing emotions
- Transforming fear, negativity, and reactivity into proactive behavior
- Continuing professional development and action planning

Registration form on the Training Course: Advanced Contracts & Purchasing 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):
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Official E-Mail:

Company Information

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Person Responsible for Training and Development

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

- ☐ Please find enclosed a cheque made payable to Global Horizon
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