



*Training Course:
Developing Administrative Effectiveness with
Positive Skills*

*8 - 12 February 2027
Milan (Italy)*

Training Course: Developing Administrative Effectiveness with Positive Skills

Training Course code: PS235519 From: 8 - 12 February 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

"Developing Administrative Effectiveness with Positive Skills" is a comprehensive training program meticulously designed by the Global Horizon Training Center. This program aims to enhance the capabilities of administrative professionals by integrating positive skills into their daily routines. By focusing on the development of both technical and interpersonal skills, this training ensures that participants are well-equipped to handle the challenges of the modern workplace with confidence and effectiveness.

Objectives

- **Enhance Administrative Competence:** Develop core administrative skills that contribute to greater efficiency and productivity.
- **Improve Communication Skills:** Foster effective communication techniques that promote a positive work environment and strengthen team dynamics.
- **Cultivate Positive Attitudes:** Instill a mindset that encourages optimism, resilience, and proactive problem-solving.
- **Strengthen Organizational Skills:** Equip participants with tools to better manage their time, resources, and responsibilities.
- **Boost Professionalism:** Promote ethical behavior, integrity, and a professional attitude in all workplace interactions.

Target Audience

This training program is ideal for:

- **Administrative Professionals:** Secretaries, office managers, and administrative assistants looking to enhance their skills.
- **Supervisors and Managers:** Those responsible for overseeing administrative functions and team dynamics.
- **HR Professionals:** Individuals involved in employee development and organizational culture.
- **New Graduates:** Those entering administrative roles who wish to start their careers with a strong skillset.
- **Anyone Interested in Administrative Excellence:** Professionals from various fields looking to improve their administrative capabilities.

Outlines

Day 1: Introduction to Administrative Effectiveness

- Overview of Administrative Roles and Responsibilities
- Key Competencies for Administrative Success
- The Importance of a Positive Attitude in Administration
- Time Management Techniques
- Self-Assessment: Identifying Areas for Improvement

Day 2: Communication Skills for Administrative Professionals

- Effective Verbal and Non-Verbal Communication
- Active Listening and Feedback Techniques
- Professional Email and Report Writing
- Managing Difficult Conversations with Diplomacy
- Building Strong Relationships with Colleagues and Clients

Day 3: Organizational Skills and Time Management

- Prioritization and Delegation Strategies
- Tools and Technologies for Efficient Administration
- Planning and Organizing Meetings and Events
- Creating and Maintaining Efficient Filing Systems
- Stress Management Techniques for Administrative Professionals

Day 4: Positive Skills and Workplace Ethics

- Cultivating a Positive Mindset in the Workplace
- Ethical Decision-Making in Administration
- Building Resilience and Managing Change
- The Role of Integrity and Professionalism in Administration
- Enhancing Job Satisfaction and Motivation

Day 5: Practical Applications and Case Studies

- Applying Positive Skills in Real-World Scenarios
- Group Case Study: Solving Common Administrative Challenges
- Role-Playing Exercises: Practicing New Skills
- Developing a Personal Action Plan for Continued Growth
- Final Review and Feedback Session

Registration form on the Training Course: Developing Administrative Effectiveness with Positive 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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