



*Training Course:
Administrative Assistant Specialist*

*15 - 19 March 2027
Milan (Italy)*

Training Course: Administrative Assistant Specialist

Training Course code: OM234893 From: 15 - 19 March 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program, designed by Global Horizon Training Center, provides a focused and practical approach to developing highly efficient administrative assistants within a condensed 5-day format.

Administrative assistants are essential to organizational success, ensuring smooth coordination, effective communication, and efficient execution of daily operations. This program equips participants with the core administrative, technical, and interpersonal skills required to support executives, manage workflows, and enhance productivity across departments.

Course Objectives

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

- Apply effective organizational and administrative skills
- Manage office communication calls, emails, correspondence professionally
- Coordinate meetings, schedules, and documentation efficiently
- Handle records and maintain confidentiality
- Use office technology and software effectively
- Understand basic financial and administrative processes
- Manage time, priorities, and multiple tasks efficiently
- Support executives and act as a communication bridge within the organization

Target Audience

- Administrative Assistants
- Office Coordinators
- Secretaries and Receptionists
- Office Clerks and Support Staff
- Anyone seeking to enhance administrative skills

Training Program Outline

Day 1: Role of the Administrative Assistant & Workplace Organization

- Understanding the role and responsibilities

- Supporting executives and departments
- Work planning and task prioritization
- Setting up an efficient workstation
- Introduction to administrative workflows
- Basic dictation and note-taking techniques

Day 2: Communication & Office Correspondence

- Professional telephone handling and etiquette
- Managing calls and messages effectively
- Email etiquette and business communication
- Handling incoming and outgoing mail
- Drafting business correspondence
- Internal communication and coordination

Day 3: Records, Documentation & Office Technology

- Filing systems and records management
- Documentation standards and confidentiality
- Managing physical and electronic records
- Introduction to office software Word, Excel, PowerPoint
- Using digital tools for productivity
- Internet and research skills

Day 4: Meetings, Finance Basics & Office Support Functions

- Organizing meetings and preparing agendas
- Taking minutes and follow-up actions
- Travel and event coordination
- Introduction to bookkeeping and financial basics
- Understanding financial documents and reports
- Supporting administrative and operational processes

Day 5: Time Management, Productivity & Professional Development

- Time management and prioritization techniques
- Managing multiple tasks and deadlines
- Problem-solving and decision-making skills
- Stress management and workplace efficiency
- Building professional relationships
- Personal development and action planning

Registration form on the Training Course: Administrative Assistant Specialist

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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:
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
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3 Oudai street, Aldouki,
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