



*Training Course:
Administration Skills*

*11 - 15 January 2027
Milan (Italy)*

Training Course: Administration Skills

Training Course code: OM234895 From: 11 - 15 January 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program, designed by Global Horizon Training Center, is structured to develop highly effective administrative professionals capable of ensuring smooth and efficient office operations.

In today's fast-paced business environment, office administrators play a critical role as the operational backbone of organizations. Their ability to coordinate processes, manage information, and support communication directly impacts productivity and organizational success. This program equips participants with the essential administrative, organizational, and interpersonal skills required to perform their roles with efficiency, accuracy, and professionalism.

Course Objectives

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

- Enhance organizational and productivity skills
- Design and manage efficient filing systems
- Produce professional business correspondence letters, emails, documents
- Utilize office software and administrative tools effectively
- Execute office processes with accuracy and efficiency
- Apply planning, organizing, and controlling techniques
- Manage priorities and workloads effectively
- Make faster and more effective decisions
- Understand and apply emotional intelligence in the workplace
- Improve telephonic and customer interaction skills
- Apply basic data management principles
- Master time management techniques
- Manage stress and workplace pressures effectively

Target Audience

- Office Managers
- Administrative Officers
- Secretaries and Receptionists
- Administrative Assistants
- Personal Assistants PA
- Executive Assistants EA
- Virtual Assistants
- Legal and Medical Administrative Staff

Training Program Outline

Day 1: The Role and Importance of the Administrator

- Understanding the value and impact of administrative roles
- Organizational awareness and business understanding
- Work management and productivity techniques
- Process and people management
- Designing workflows and office systems
- Planning tools: schedules, task lists, and planners
- Building effective office management frameworks

Day 2: Developing Professional Effectiveness

- Building a strong professional identity
- Developing a positive workplace mindset
- Assertiveness and confidence
- Negotiation and influencing skills
- Managing relationships at different organizational levels
- Conflict management techniques
- Customer service excellence and stakeholder engagement
- Handling complaints professionally

Day 3: Office Technology and Administrative Systems

- Effective use of office technology and digital tools
- Transitioning to paperless systems
- Document processing, spreadsheets, and presentations
- Data and information management
- Desk, event, and travel management
- Meeting coordination and communication
- Filing systems and documentation control
- Basic accounting skills

Day 4: Meetings and Time Management

- Organizing and coordinating business meetings
- Preparing agendas and documenting minutes
- Managing timelines and deadlines
- Time management and productivity techniques
- Diary and calendar management
- Managing interruptions and multitasking
- Handling complex situations and competing priorities
- Maintaining time logs

Day 5: Communication, Records, and Workplace Excellence

- Professional telephone skills and etiquette
- Handling difficult calls and communication challenges

- Records and file management systems
- Organizing physical and electronic documentation
- Document control and compliance
- Enhancing interpersonal communication
- Body language and workplace behavior
- Stress management and resilience
- Business protocol and etiquette
- Managing relationships in multicultural environments
- Handling confidentiality and office dynamics

Registration form on the Training Course: 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:
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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
- ☐ Please invoice me
- ☐ Please invoice my company

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3 Oudai street, Aldouki,
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